Effective May 1, 2015, this *Local Terms of Service* contains the terms, conditions and rates for services formerly found in the CenturyTel of North Mississippi, Inc. d/b/a CenturyLink General Exchange Tariff.

CenturyTel of North Mississippi, Inc. d/b/a CenturyLink is referred to with this *Local Terms of Service* as "CenturyLink" or "Company".

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TRADE NAMES, TRADEMARKS AND SERVICE MARKS

The following list of trade names, trademarks and/or service marks which may be used for services offered herein are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. and are used by CenturyLink with express permission. Trademark and service mark designations will not be listed hereafter in this Local Terms of Service. However, the laws regarding trademarks and service marks are applicable. Trade names, trademarks and service marks that are owned by CenturyLink, Inc. or a subsidiary of CenturyLink, Inc. cannot be used by another party without authorization.

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CORE CONNECT®
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LOCAL EXCHANGE SERVICE

OLIVE BRANCH

1. This Local Terms of Service is governed, except as otherwise specified herein by the General Rules and Regulations which are hereby made a part of this document. Unless otherwise specified, the charges quoted in this Local Terms of Service or in the General Rules and Regulations are for periods of one month, payable monthly in advance, and entitle the subscriber to local exchange telephone service with the Olive Branch Exchange.

2. The rates quoted herein also entitle the subscribers of this exchange to call, without additional charge, subscribers in the exchange service area of Byhalia and Chulahoma.

3. The rates for Local Exchange Service apply to all customers regardless of whether the communicating devices are rented from the telephone company or provided by the subscriber.

	Monthly Rates (1) (2)	
	Residence	Business
ACCESS LINES		
One Party	$**19.63**	$**31.00**
EACH PBX TRUNK	$52.35	
EACH ROTARY LINE	$38.35	

(1) Rates include intrastate subscriber line charges and touch tone rates

(2) Pursuant to Docket 07 UN 123, customers not being billed for Push Button (Tone Dialing) telephone service as of December 31, 2007 will be billed an access line rate of $ 15.86 Residential or $ 26.21 Business until such time as the customer makes any service change. At that point, Tone Dialing may be required and the access line rate may be adjusted to the full access line rate stated in paragraph (3) above.

LOCAL EXCHANGE SERVICE

BYHALIA

1. This Local Terms of Service is governed, except as otherwise specified herein by the General Rules and Regulations which are hereby made a part of this document. Unless otherwise specified, the charges quoted in this Local Terms of Service or in the General Rules and Regulations are for periods of one month, payable monthly in advance, and entitle the subscriber to local exchange telephone service with the Byhalia Exchange.

2. The rates quoted herein also entitle the subscribers of this exchange to call, without additional charge, subscribers in the exchange service area of Olive Branch and Chulahoma.

3. The rates for Local Exchange Service apply to all customers regardless of whether the communicating devices are rented from the telephone company or provided by the subscriber.

	Monthly Rates (1) (2)	
	Residence	Business
ACCESS LINES		
One Party	$**19.63**	$**31.00**
EACH PBX TRUNK	$52.35	
EACH ROTARY LINE	$38.35	

(1) Rates include intrastate subscriber line charges and touch tone rates

(2) Pursuant to Docket 07 UN 123, customers not being billed for Push Button (Tone Dialing) telephone service as of December 31, 2007 will be billed an access line rate of $ 15.86 Residential or $ 26.21 Business until such time as the customer makes any service change. At that point, Tone Dialing may be required and the access line rate may be adjusted to the full access line rate stated in paragraph (3) above.

LOCAL EXCHANGE SERVICE

CHULAHOMA

1. This Local Terms of Service is governed, except as otherwise specified herein by the General Rules and Regulations which are hereby made a part of this document. Unless otherwise specified, the charges quoted in this Local Terms of Service or in the General Rules and Regulations are for periods of one month, payable monthly in advance, and entitle the subscriber to local exchange telephone service with the Chulahoma Exchange.

2. The rates quoted herein also entitle the subscribers of this exchange to call, without additional charge, subscribers in the exchange service area of Olive Branch and Holly Springs.

3. The rates for Local Exchange Service apply to all customers regardless of whether the communicating devices are rented from the telephone company or provided by the subscriber.

	Monthly Rates (1) (2)	
	Residence	Business
ACCESS LINES		
One Party	$**19.63**	$**31.00**
EACH PBX TRUNK	$52.35	
EACH ROTARY LINE	$38.35	

(1) Rates include intrastate subscriber line charges and touch tone rates

(2) Pursuant to Docket 07 UN 123, customers not being billed for Push Button (Tone Dialing) telephone service as of December 31, 2007 will be billed an access line rate of $ 15.86 Residential or $ 26.21 Business until such time as the customer makes any service change. At that point, Tone Dialing may be required and the access line rate may be adjusted to the full access line rate stated in paragraph (3) above.

LOCAL EXCHANGE SERVICE

PREPAID LOCAL TELEPHONE SERVICE (PLTS)

Prepaid Local Telephone Service (PLTS) is a residential payment plan where the customer agrees to pay for service one month in advance. Upon establishment of the PLTS plan, the customer will be billed for one month service. The Company will require payment of these charges prior to establishment of service. Thereafter, the customer will be required to pay one month's service on a monthly basis. Once payment for service is received, one month's service will be provisioned.

A. PLTS is configured as follows:

1. Voice grade residential flat rate line, or local measured service line, if available
2. All mandatory services, including extended area service, expanded local calling, etc.
3. Tone Dialing
4. Ability to dial 911
5. Ability to report service problems seven days a week
6. Ability to dial CenturyTel Customer Service
7. Primary directory listing (nonpublished/nonlisted available at listed charges)
8. Access to Directory Assistance
9. Toll blocking/usage sensitive services blocking
10. Call Waiting, Caller ID Name and Number, and Call Forwarding included

B. Customers who are unable to pay the required charges to maintain their present service may activate a PLTS plan, but may be required to agree to a repayment plan for their current charges.

C. New customers who do not qualify for service under existing Commission regulation or who choose to waive their rights may subscribe to PLTS.

D. The monthly rate for PLTS shall be in addition to any surcharges and fees established or authorized by a government entity, including but not limited to 911, subscriber line charge, sales tax and municipal fees.

LOCAL EXCHANGE SERVICE

PREPAID LOCAL TELEPHONE SERVICE (PLTS) (Cont'd)

E. Subscribers to PLTS are required to have mandatory toll blocking and usage sensitive blocking placed on their telephone line. It is the customer's responsibility to not make or receive calls, except for Directory Assistance, for which additional charges are billed to the customer's telephone number. After the first three directory assistance calls, charges for directory assistance will apply.

F. The Company may disconnect PLTS service, with notice, for any of the following reasons:

1. Failure to make monthly payments to maintain the PLTS balance.

2. Use of the service in a manner that interferes with the service of others.

3. If the customer accrues new billable charges for toll or other service on their telephone bill.

G. The Company may disconnect PLTS service without notice for any of the following reasons:

1. Where a known dangerous condition exists.

2. Where service is connected without authority by a person who has not applied for the service, or who has reconnected service without authority following termination of service.

H. If the PLTS customer is disconnected due to failure to comply with any terms of PLTS, they will no longer be eligible for PLTS. The customer can return to basic local telephone service if they meet the requirements for service, including payment of outstanding essential charges if applicable and payment of a deposit if their credit history is such that a deposit would normally be required.

I. Residential Monthly Rate $39.95

LOCAL EXCHANGE SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP)

A. General

1. CenturyLink Line Volume Plan (CLVP) is available to business customers subscribing to 10 or more basic business lines, key lines or key trunks. A customer may have a maximum of 3,000 participating lines across all service territories served by CenturyLink incumbent local exchange carriers (each, a CenturyLink ILEC). Lines served by a CenturyLink competitive local exchange carrier (CLEC) are not contributory to or eligible for CLVP.

2. CLVP is offered as a tiered plan with each tier having a Minimum Line Requirement. Lines and/or key trunks provided by a CenturyLink ILEC which are already discounted under an existing term discount plan, line volume plan or any contractual arrangement which contains a volume and/or minimum term commitment, may contribute to the aggregate line count used for determining the applicable tier and rates for services under this CLVP, but are not eligible for additional discounts under this CLVP.

3. The terms, conditions, and application of rates for services in Qwest Corporation locations may differ from those contained herein, and are as described in the applicable tariffs, catalogs, and/or other local terms of service documents for those service locations.

B. Regulations

1. Qualifying CLVP services in locations other than those served by Qwest Corporation are defined as follows:

- Flat rate business individual lines – local exchange service terminating into a single line instrument.

- Flat rate key lines or key trunks – local exchange service terminating into any system classified as a key system pursuant to FCC Part 68 Rules and any hybrid system designed to function like a key system, e.g. an outbound line is manually selected, usually by pushing a button on the handset, rather than being selected automatically (usually by dialing 9).

LOCAL EXCHANGE SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Cont'd)

B. Regulations (Cont'd)

2. CLVP Feature Package, consisting of Customer's choice of any of the following features (where offered), is available in conjunction with any qualifying service:

Caller ID (includes Anonymous Call Rejection, where available)
Call Forwarding
Call Forward Busy
Call Forward No Answer
Call Forward-Remote Access
Call Waiting/Cancel Call Waiting
Three-Way Calling
Three-Way Calling with Transfer (Not currently available)
Call Return
Distinctive Ring
Message Waiting Indicator (1)
Voicemail (1)

3. The terms and conditions for qualifying services and optional features apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents, unless stated otherwise herein.

4. CLVP rates are based on line volume and a term commitment period of two, three, four or five years. Customers may not have more than one CLVP tier and term commitment period in effect across all CenturyLink service locations except as described in e. following. Rates for qualifying services at new service locations will be charged based on the already established tier and commitment period. Any lines added after execution of the initial CLVP are contributory towards the Minimum Line Commitment but will not prompt a change in the assigned tier for the previously established lines.

5. Customers with a previously existing CLVP offered by Qwest Corporation may select a separate (second) CLVP for services in an eligible location other than Qwest Corporation. Lines in all CenturyLink ILEC service locations, including locations served by Qwest Corporation, may, at Customer's request, be contributory towards determining the tier for the second CLVP. Services in a Qwest Corporation service location are not eligible for the rates associated with the tier assigned for the second CLVP and will continue to be charged at the tier rates under the original CLVP offered by Qwest Corporation for the remainder of its term commitment period.

Alternatively, customers may discontinue a previously existing CLVP and establish a new CLVP as described in 10. following, in which instance a new tier will be established and will apply for all service locations.

(1) This is a non-regulated service.

LOCAL EXCHANGE SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Cont'd)

B. Regulations (Cont'd)

6. All qualifying services must be associated with the same customer. The Company may, at its discretion, provide this plan to Affiliates or Franchisees of Customer. An Affiliate or Franchisee is an entity whose operation of business is substantially associated with Customer's name, mark, or commercial symbol. When, at the Company's discretion, this plan is provided to Affiliates or Franchisees of Customer, Customer must designate the specific account to which Early Termination Charges and Shortfall Penalties will be applied.

7. Services subject to rates under this CLVP are not eligible for discounted rates under any other local voice discount plan. Only the qualifying services listed in B.1. preceding are both contributory to and eligible for the CLVP rates herein. However, a line or key trunk in any packaged service may contribute towards the minimum line requirement. PBX trunks are neither eligible for or contributory to CLVP for purposes of determining the appropriate rate tier and minimum line requirement.

8. Customers may select a CLVP tier lower than their actual quantity of contributory services.

9. Services receiving promotional or competitive response discounts or recurring charge waivers under other term commitment programs are not eligible for CLVP rates until the terms of those offers have been satisfied for those lines.

10. Additional business lines may be added at any time during Customer's term commitment period, but will not affect the tier and monthly discount levels established upon execution of the CLVP agreement unless Customer commits to a new agreement for a greater number of lines than the existing agreement. Rates applicable under the new agreement will not apply retroactively nor will the months accrued under the initial agreement apply towards the new commitment period.

11. Customer may move all or some of the lines under this CLVP to any eligible CenturyLink service location without incurring termination charges, as long as Customer maintains the overall minimum line requirement. The CLVP rates for relocated lines are as specified in the appropriate CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents for the new service location.

LOCAL EXCHANGE SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Cont'd)

C. Early Termination Liability

1. If CenturyLink terminates the Service(s) for cause, or if Customer terminates the Services(s) in whole without cause before expiration of the initial commitment period, the customer will pay termination charges of $15.00 per line of the customer's Minimum Line Requirement multiplied by the remaining number of months left on the Term. For example: a customer terminating all service with 3 months remaining on the Term and a Minimum Line Requirement of 50 lines will pay $15.00 x 50 x 3 = $2,250.00.

2. If during an annual review of Customer's account, the account falls below the Minimum Line Requirement for the discount tier, the customer will pay a shortfall penalty of $60.00 for each line below the Minimum Line Requirement. If the customer is charged a shortfall charge, the Company may subsequently conduct quarterly audits and apply shortfall charges until the customer meets the Minimum Line Requirement.

3. The optional CLVP Feature Package does not contribute to the discount tier and is not subject to termination charges or shortfall penalty.

4. Early Termination Liability charges will be waived for CLVP customers who commit to a new term agreement that includes the same or greater number of equivalent lines or similar services (e.g. channels within a 1.544 Mbps service) for the same or greater term than their existing agreement. Months accrued under the CLVP term commitment period will not apply towards the new commitment period.

LOCAL EXCHANGE SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Cont'd)

D. Application of Rates

1. Touch calling service charges and/or Extended Area Service charges normally billed in addition to the local exchange service rate are included in the rates specified herein. Charges for lines and key trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service) that would otherwise apply as an incremental charge are also included in the rates specified herein.

2. Customers will not incur service charges or other nonrecurring charges when switching existing basic business line service to CLVP.

3. Nonrecurring charges and/or Service Charges will apply as specified in applicable CenturyLink tariffs, guidebooks, schedules, and/or local terms of service documents. Nonrecurring charges may be waived if customer moves future services from another telecommunications service provider to lines under the CLVP. However, such subsequently moved lines will not affect the tier and monthly discount level established upon execution of this agreement.

4. Qualifying services may be aggregated across the entire CenturyLink Incumbent LEC service territory to determine the applicable Tier (based on total number of lines). The monthly rate(s) in effect for each service location upon execution of a CLVP agreement will apply for the duration of the term commitment period, and are not subject to Company initiated rate increases.

5. At the end of the initial CLVP term commitment period, the CLVP term will automatically renew for up to two consecutive renewal periods unless either party provides thirty days written notice of its intention not to renew or Customer executes a new CLVP agreement. Each renewal period will be equal to the initial term commitment period for existing lines in place. During the renewal periods, Customer must retain the minimum number of lines required for the Tier assigned under the original agreement. Lines added during an auto-renewal period are eligible for the rates extended under the CLVP. If, at the end of the second auto-renewal period, Customer has not executed a new agreement, the rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), and ala carte rates for optional features selected with CLVP Feature Package, if applicable, will revert to the non-contractual monthly rates in effect for those services as specified in CenturyLink's tariffs, guidebooks, schedules, and/or other local terms of service documents.

LOCAL EXCHANGE SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Cont'd)

D. Application of Rates

6. If, at any time during an auto-renewal period(s), Customer's total number of qualifying services fall below the minimum number of lines required to receive the CLVP discounted rates, the lines/trunks will no longer qualify for CLVP rates and will be charged at the prevailing non-contractual monthly rates for business individual lines and/or key lines/trunks, including lines/trunks in a hunting arrangement (a.k.a. rotary line service or rotary access service), as specified in CenturyLink tariffs, guidebooks, schedules, and/or other local terms of service documents. Lines/trunks reverted to non-contractual monthly rates will no longer qualify for the CLVP Feature Package rate, and features associated with those lines will be charged at the prevailing non-contractual monthly ala carte feature rates. Early termination liability charges will not apply for any lines disconnected or reverted to monthly rates after expiration of the initial term commitment period.

7. The CLVP Feature Package rate applies in addition to the Flat Rate Business Service rate. When applicable, the Flat Rate Business Service and CLVP Feature Package will appear as a single line item on the customer's bill.

LOCAL EXCHANGE SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP) (Cont'd)

E. Rates

1. Flat Rate Business Service, per Individual Line, Key Line, and/or Key Trunk, per month [(1)]

Number of Lines (Tier)/Minimum Line Requirements	Two Year Term	Three - Five Year Terms
10 - 49	$28.99	$27.99
50 - 499	27.99	26.99
500 - 999	26.99	25.99
1000 - 3000	25.99	24.99

2. Optional Services

LVP Feature Package, per line/ trunk, per month

Number of Lines (Tier)/Minimum Line Requirement	Two Year Term	Three - Five Year Terms
10 - 49	$10.00	$10.00
50 - 499	10.00	10.00
500 - 999	10.00	10.00
1000 - 3000	10.00	10.00

(1) Touch calling service, Trunk Hunting and Extended Area Service, where applicable, are included in these rates.

LOCAL EXCHANGE SERVICE

CALL LINE IDENTIFIER

1. General

   A. Call Line Identifier is used to attempt to trace and identify, at the request of a subscriber, the source or origin of obscene, harassing, and/or other nuisance type of telephone calls. Call Line Identifier service is intended for situations where subscribers require extended trace for a specified length of time on a per line basis. The Call Trace feature, as specified in Section 2 of the local terms of service, differs from Call Line Identifier service in that Call Trace is activated and chargeable on a per call basis.

2. Regulations

   A. Subscribers must initiate requests for Call Line Identifier service by contacting the Annoyance Call Center.

   B. Requests for Call Line Identifier service will be evaluated by the Company's Annoyance Call Center. Call Line Identifier arrangements will be provided at the discretion of the Company, subject to the availability of facilities and line identification equipment.

   C. Call Line Identifier will be provided on a per line basis for an initial 30-day period or 12-month period, and is renewable upon request.

   D. The Company does not guarantee successful call trace results when line identification equipment is placed. When call trace results are successful, the identity of the offending line subscriber will only be furnished to the appropriate law enforcement agency, pursuant to signed Disclosure Authorization by the offended subscriber.

   E. In the event a customer requested call trace is unsuccessful, the customer will be given the option of changing the telephone number at no charge.

   F. The Company will not be liable for any damages or injuries of whatever kind to property or to any individuals, which may, in any manner, result from the provision of this service, or from any mistakes, interruptions, delays, or errors by the Company in connection with Call Line Identifier service which were not caused by the Company's failure to maintain proper standards of maintenance and operation or by the Company's failure to exercise reasonable supervision (i.e., willful neglect).

LOCAL EXCHANGE SERVICE

CALL LINE IDENTIFIER

2. Regulations (Continued)

G. The regulations for Call Line Identifier do not apply to trap and trace arrangements ordered by the state or federal courts, or to emergency situations, such as kidnapping, threatening of jurors, witnesses, or judicial officers, or similar emergencies, declared by law enforcement agency within its legal powers.

H. Call Line Identifier will be provided without charge for up to three administrative lines associated with law enforcement and public safety organizations.

3. Rates and Charges

Nonrecurring Charge, Per Line	30-Day Period	12-Month Period
Initial	$ 46.00	$ 108.00
Renewal, Each	20.00	41.00

GENERAL EXCHANGE SERVICE

SERVICE CHARGES

Definitions

1. Service Charge for Connection, Move or Change of Service

   a. The term Service Charge as specified herein and in other sections of this document is defined as the non-recurring charge or charges applying to the ordering, installation, moving, changing, rearranging and furnishing of telephone service and miscellaneous and supplemental equipment, and other telephone facilities. Service Charges are categorized as (1) Service Ordering Charge, (2) Central Office Line Connection Charge and (3) Station Handling Charge.

   b. The Service Ordering Charge is separated into two categories.

      (1) The Service Ordering Charge means the charge that applies per customer request for work performed by the Company in connection with the receiving, recording and processing of the customer request for service to be completed at one time.

      (2) The Record Service Ordering Charge is the charge that applies to listing activity requested by the customer.

      The term “per customer request” means all work or service ordered by one customer to be performed or provided at the same time on the same system. Where both business and residence service is furnished on the same premises, the “per customer request” treatment is applicable separately for each service.

GENERAL EXCHANGE SERVICE

SERVICE CHARGES (Cont'd)

Definitions (Cont'd)

2. Central Office Line Connection Charge

The term "Central Office Line Connection Charge" applies to the charge for arranging an exchange line to provide service between the central office and the customer's premises and/or other premise where the service is to be terminated. The charge applies for work including but not limited to:

(a) Making and changing connections in the Central Office.

(b) Making and changing connections in distribution facilities between the central office and the customer's premises, including necessary cross connection and line and station transfers.

3. Station Handling Charge

The term "Station Handling Charge" applies to the charge for connecting, moving or changing telephones. The charge is applicable for connection, moving or changing each apparatus. This includes telephones brought by the customer from a former premises upon disconnect of service at that premises, and telephones changed at the customer's request. Telephone sets reconnected in place without a change in style, type or color of equipment, with or without a lapse in the rendition of service, or telephones picked up by the customer at a location designated by the Company are not subject to the Station Handling Charge.

4. Installation Charge

An installation charge is a non-recurring charge applying to the provision of certain items of equipment or facilities as distinguished from a Service Charge applicable for establishing, moving or changing basic telephone service and is in addition to applicable Services Charges. An installation charge may sometimes be referred to as an "initial" or "non-recurring" charge.

5. Termination Charge

A termination charge is a charge applying when a subscriber discontinues an item of service or equipment prior to the expiration of the initial service period designated for such item.

GENERAL EXCHANGE SERVICE

SERVICE CHARGES (Cont'd)

Definitions (Cont'd)

6. Restoration Charges

   a. A restoration charge is a charge applicable to restoring service following a denial of such service.

7. Maintenance of Service Charge **(a.k.a. Trouble Isolation Charge)**

   A Maintenance of Service Charge is a non-recurring charge applicable for each repair visit to a customer's premises in connection with a service difficulty, when it is determined that the difficulty was due to a condition in a customer-provided terminal or communication system which is arranged for connection to Company facilities, or as specifically stated in this document.

8. Record Service Order Charge

   A Record Service Order Charge is a involving customer listing activity requested by the customer, which requires no Company central office or customer premises action (other than changes from nonpublished listing to a listed number).

9. Number Change Charge

   A Number Change Charge is a charge which applies for a customer originated request for a change of telephone number, PABX or Centrex station number.

10. Standard Network Interface – Residence or Non-Key Business

    The Standard Network Interface is that point on the customer's premises where all premises services are connected to the telecommunications network. The Standard Network Interface is a standard registration program jack or equivalent.

11. Customer Premises Inside Wire

    Customer Premises Inside Wire is that wire that runs between the Standard Network Interface where the Exchange Access Lines terminate and those standard jack terminations or equivalent, including the standard jack or equivalent, on the customer's premises to which terminal equipment can be connected for access to the Exchange Access Line. Customer premises inside wire may be provided by the customer subject to Part 68 of the Federal Communications Commission Rules and Regulations, applicable electrical codes, REA Technical Specifications or equivalent, and related Company practices.

12. Premise

    The term premise is that area of a customer's dwelling, which is located on the customer's side of the standard network interface.

GENERAL EXCHANGE SERVICE

SERVICE CHARGES (Cont'd)

For Connecting, Moving or Changing Service

		Residence	Business
1.	Service Ordering Charge per customer request		
	a. Service Ordering Charge	$14.00	$15.50
	b. Record type orders only	$12.00	$14.00
2.	Central Office Line Connection Charge, per central office line or trunk	$30.00	$32.00++
3.	Station Handling Charge	$28.00	$28.00
4.	Number Change Charge, per number	$10.50*	$12.50*

* Applies in addition to applicable service ordering charge.
\+ Applicable rate is $18.00 for move only.
++ Applicable rate is $21.00 for move only.

GENERAL EXCHANGE SERVICE

SERVICE CHARGES (Cont'd)

Application of Charges

General

Except as provided hereinafter, the following are subject to service charges:

1. All classes of Basic Exchange Service
2. Centrex Service
3. Private Branch Exchange Service
4. Key Service
5. Wide Area Telecommunications Service. (Intrastate)
6. Telephone Answering Service
7. Miscellaneous service arrangements and auxiliary equipment
8. Extension stations or terminations
9. Tie Lines
10. Improved Mobile Telephone Service

GENERAL EXCHANGE SERVICE

SERVICE CHARGES (Cont'd)

Service Charges for Connection of New Service

a. Except as provided hereinafter, all requests for service requiring service ordering, central office line connection or station handling are subject to the appropriate charge (s) required to provide that service as provided for in the preceding schedule of charges.

b. Where the service requires more than one station handling charge or central office line connection charge, the sum of the separate charges for each function applies except as hereinafter provided. Service ordering charges apply as indicated in Definitions 1.b.

c. Service charges are not applicable to orders covering full or partial disconnections.

d. When service is reestablished at a location which has been destroyed by fire or made untenantable by fire, wind, or flood, service charges for connection, move or change do not apply. It the subscriber desires service at a new location for a temporary period, service charges for connection will apply for the establishment of service at the temporary location. Charges in the location of existing stations to points outside the premises occupied by the subscriber are considered new service connections at the new locations.

e. Service Charges for connection, move or change do not apply to telephone service previously provided over a Government System in military housing where there is no break in the continuity of service.

f. Service Charges may be required to be paid out at the time of application for service.

GENERAL EXCHANGE SERVICE

SERVICE CHARGES (Cont'd)

Service Charges for Connection of New Service (Cont'd)

g. On intra-exchange extended station service, a Service Ordering Charge will apply, plus the appropriate charges for station handling. If provided subsequently to the initial establishment of service the Central Office Line Connection charge would also apply.

h. Residence customers furnished PABX or KEY equipment (except one-button telephone and keyless telephone equipped with external key for two line pick up) are subject to business service charges.

i. For Intra-state Wide Area Telecommunications Service Access line, the application of service charges is identical to the application of service charges for business, unless specifically stated in this document.

j. For active duty members of the United States military and their dependents with valid military ID cards, all service charges typically applicable to central office reconnects will be waived when establishing local exchange access line service or transferring existing local exchange access line service from one location to another. Central office reconnects are defined as customer requests for service that do not require any physical work beyond the Company's central office.

Service Charges for Adding New or Additional Service and Equipment other than Central Office Lines or Moving or Changing Existing Service and Equipment.

a. Adding New or Additional Service or Equipment other than Central Office Lines.

1. When an additional station is connected on subsequent orders for Residence service or Business service, the appropriate charges for service ordering will apply.

   When an additional station is connected on subsequent orders for Key, PABX, or Centrex System Services, the appropriate Service Ordering Charge applies. Station sets for all classes of service are subject to the appropriate charge for station handling as indicated in Schedule of Charges For Connection, Moving, or Changing Service this section of the local terms of service.

2. On orders for new items of equipment other than station sets or central office lines and trunks, the appropriate charges for Service Ordering will apply plus any installation charge associated with the particular item being connected.

GENERAL EXCHANGE SERVICE

SERVICE CHARGES (Cont'd)

Service Charges for Adding New or Additional Service and Equipment other than Central Office Lines or Moving or Changing Existing Service and Equipment.

b. Moving or Changing Existing Service or Equipment

1. General

a. The appropriate charges for Service ordering and station handling apply as indicated in Definitions preceding; except in those cases where the station handling charges are based on the estimated cost of making the move or change required. In the latter case, the station handling charge for telephone sets is based on the total estimated cost of moving or changing all of the equipment and not on each separate unit. The service ordering charges will apply in either case.

b. In connection with inside moves and changes, except as provided herein and except when a basic termination charge or minimum service period applies, non-recurring charges expressly stated in other sections of this local terms of service will apply in addition to the applicable service ordering and station handling charges.

c. For active duty members of the United States military and their dependents with valid military ID cards, all service charges typically applicable to central office reconnects will be waived when establishing local exchange access line service or transferring existing local exchange access line service from one location to another. Central office reconnects are defined as customer requests for service that do not require any physical work beyond the Company's central office.

2. Charges for Inside Moves

a. In moving a PABX System, Centrex System or other system with common line terminating or switching equipment covered by a termination liability or minimum service period the move charges are computed as follows:

The cost of labor and materials necessary to move all equipment other than the trunks and/or stations not to exceed the charge for installing the system new, plus any remaining minimum service or termination liability period.

b. For moving any other equipment from one location to another on the same premises, for which a non-recurring charge is not provided, a charge based on cost shall apply. The service ordering charge will apply in either case.

3. For rearrangement of drop wire and/or protector, a service ordering charge and central Office Line Connection Charge are applicable.

GENERAL EXCHANGE SERVICE

SERVICE CHARGES (Cont'd)

Service Charges for Adding New or Additional Service and Equipment other than Central Office Lines or Moving or Changing Existing Service and Equipment.

4. For changing a private branch exchange system or a key telephone system to one of a different type or style, in whole or in part or changing to a Centrex system, the change charge shall be the sum of the following:

   Basic termination or minimum service charges applicable to items of equipment being installed, plus estimated total cost of change. Such estimated total cost shall not exceed the service charges for the trunks and/or main station lines, PABX station lines terminating in key common equipment, PABX and/or key stations reconnected to the system. Station handling may apply for reconnection or station sets as indicated in Schedule of Charges for Connecting, Moving or Changing Service.

5. For a customer originated change of telephone number or PABX or Centrex station number, a number change charge is applicable for each number changed plus the appropriate service ordering charge.

   For a change from residence to business service, without a number change, the business service ordering charge is applicable. For a change from business to residence, the residence service ordering charge plus a residence number change is applicable. (When downgrading from a business to residence service the number must be changed.)

6. For a change from rotary dial service to Pushbutton (tone dialing) the appropriate service ordering charge will apply. In addition, a station handling charge may also be applicable. The central office line connection charge does not apply.

GENERAL EXCHANGE SERVICE

SERVICE CHARGES (Cont'd)

Installation Charge

Installation Charges where applicable are identified and presented throughout this local terms of service as a part of the offering of individual items of equipment or of service features.

Termination Charge

1. A Termination Charge is determined by applying the percentage of the unexpired portion of the Basic Termination Charge for the Initial Service Period, to the full Initial Service Period.

    a. The Basic Termination Charge and the Initial Service Period are indicated in the section of this local terms of service covering the service items to which they apply

2. When a subscriber discontinues one or more stations of a group of the same item, the equipment latest installed shall be considered as the equipment first discontinued.

3. When a subscriber cancels an order for service carrying a Basic Termination Charge prior to the establishment of that service, a termination charge applies equal to the cost incurred by the Company in engineering, ordering and providing the equipment and disposing of it, less credits obtained through disposal. The termination charge in this event will not exceed the Basic Termination Charge.

GENERAL EXCHANGE SERVICE

SERVICE CHARGES (Cont'd)

Minimum Service Charge for Willful Destruction of Telephone Lines or Equipment.

The Company undertakes to maintain and repair the facilities, which it leases to customer. The customer is assessed the actual cost of each instrument, apparatus, equipment, or lines destroyed due to malicious, willful and negligent damage. The customer may not, nor permit others to, rearrange, disconnect or remove any equipment or wiring installed by the Company. If facilities are rearranged, disconnected or removed, the Company shall have the result of such unauthorized tampering.

When the Company is required to make a visit to the customer's premises for the purpose of correcting a trouble caused by willful destruction of the telephone lines or equipment, the minimum service charge will apply if another specific service charge does not apply.

Minimum Charge for willful, malicious or negligent damage, each visit

Minimum Service Charge

Appropriate Station Handling Charge

Maintenance of Service Charge **(a.k.a. Trouble Isolation Charge)**

The customer shall be responsible for the payment of Company charges for visits by the Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or facilities.

Charges

The customer shall be responsible for the payment of Company charges for visits by the Company to the customer's premises where a service difficulty or trouble report results from customer-provided equipment or facilities.

Nonrecurring Charge **$85.00**

GENERAL EXCHANGE SERVICE

SERVICE CHARGES (Cont'd)

Restoration and Suspension Charges

In the event service is temporary suspended for non-payment such service will be restored upon payment of all charges due.

A restoration charge of a Service Order Charge and a central office connection charge, per central office line or trunk, will apply.

Customers not reconnected within 5 days from date of suspension will b treated as a new customer and appropriate service charges and a new deposit will apply.

Delinquent Billing

A. Bills are rendered monthly and are due and payable upon presentation.

When the Company dispatches an employee to a customer's premises for the purpose of discontinuing service for non-payment, and the payment of such account is made to the employee without service actually being discontinued, a $10.00 Service Charge will apply.

GENERAL EXCHANGE SERVICE

SERVICE CHARGES (Cont'd)

Service Charges Except Where Specifically Stated, Do Not Apply in the Cases Listed Below:

1. Inside moves or changes required for the proper maintenance of the equipment or service.

2. Changes in the style or type of a station made at the time of an inside move of that station i.e., only the service order and station handling charges, as appropriate, are applicable for the inside move.

3. Inside move of a station which in the judgment of the Company is necessary for continuation of satisfactory service.

4. Changing from a private listing to a listed number.

5. Changes in telephone numbers made when in the judgment of the Company such changes are necessary for continuation of satisfactory service.

6. Orders covering full of partial disconnection.

7. Inside moves or changes made at the time of or due to a change in the class of service, provided such inside moves or changes are necessary because of the change in class of service.

8. For a change from Pushbutton (tone dialing) to rotary dial service, no charges will apply. Appropriate charges will be applicable for any changes in associated equipment. Any other work done at the same time will be at the applicable service charges.

9. Change in grade of service. No charge will apply when a subscriber elects a higher grade of service when initially offered by the Company. Other changes in grade of service will be with the appropriate charges.

GENERAL EXCHANGE SERVICE

SERVICE CHARGES (Cont'd)

Service Charges Except Where Specifically Stated, Do Not Apply in the Cases Listed Below: (Cont'd)

10. Service orders issued only to record items of customer provided equipment.

11. Service Ordering Charges do not apply for orders issued to purchase a telephone set and its electrical components.

12. For each of the cases listed in 1 through 11 above, any additional work done concurrently with excepted work will entail service charges applicable to that work.

GENERAL EXCHANGE SERVICE

SERVICE CHARGES (Cont'd)

Customer Responsibility for Return of Telephone Equipment Plan

General

The following provisions apply specifically to that telephone equipment that is provided by the Company to residence and singly line business customers.

Regulations

1. Upon termination or cancellation of all service (line and equipment), the customer is responsible for the return of Company-owned telephone equipment in good condition, reasonable wear and tear thereof expected.

2. Only non-key, non-data single line business, non-key single line residence and modularly connected party line non-key customers are included.

3. Only Home Telephone Company exchanges are included.

4. The customer may elect one of the following arrangements for the return of the telephone equipment:

   a. Remove the telephone equipment and reuse it in his new location, except where prohibited by other sections of this local terms of service, within the same location calling area designed by the Company.

   b. Return the telephone equipment to a location designated by the Company during established working hours and normal working days.

   c. Under specially designated circumstances, e.g., persons with a handicap, or persons with non modular wall sets, the customer may arrange for pick-up of the telephone equipment from the customer's premises by the Company when negotiating the termination or cancellation of telephone equipment service.

5. Customers returning or reusing the telephone equipment in accordance with the options 4.a and 4.b above may be eligible for Optional Set Recovery Plan.

6. Until the customer responsibility is met and the Company recovers from the customer the telephone equipment in good condition, reasonable wear and tear thereof expected, a non-recurring charge, set forth in Unrecovered Telephone Equipment Charges following, will be billed to the customer to recover the costs that the Company must incur for each unit of telephone equipment that is not recovered. When the customer responsibility is met, the customer will be credited. The customer will not be held responsible for this charge where the Company does not recover its telephone equipment due to natural disasters.

GENERAL EXCHANGE SERVICE

SERVICE CHARGES (Cont'd)

Customer Responsibility for Return of Telephone Equipment Plan

Regulations (Cont'd)

7. The Unrecovered Telephone Equipment Charge will also be billed in those instances where telephone equipment has been furnished by mail to a customer in accordance with established procedures to replace a defective set and the defective set has not been returned to the Company by the customer.

8. All telephone equipment for which the customer has been billed the Unrecovered Telephone Equipment Charge and the charge has not been paid remains the property of the Company. Ownership of the telephone equipment will transfer to the customer upon payment of the charge.

9. A customer may return the telephone equipment for which the Unrecovered Telephone Equipment Charge has been paid within 30 days from the date of payment and the Company will refund the charge upon customer presentation of proof of payment.

Indemnification

The subscriber indemnifies and saves the Company harmless from any and all liability, damages, losses, claims, or demands of any kind arising out of any act of omission of the subscriber or any other person in connection with the removal of the telephone instruments.

Unrecovered Telephone Equipment Charges

The charges will be equal to the in-place purchase price.

OPTIONAL SET RECOVERY PLAN

General

The Optional Set Recovery Plan provides for company-provided telephone instruments to be removed by the customer and taken to his new location in the same local calling area or to a location specified by the Company.

GENERAL EXCHANGE SERVICE

BILLED NUMBER SCREENING (BNS)

A. Description

Billed Number Screening (BNS) prohibits collect and/or third number billing calls from being charged to BNS equipped numbers. Callers attempting to place a collect or third number billing calls using a BNS number for billing will be advised by an operator that such billing is unauthorized and the call will not be completed until other payment or billing arrangements are made.

B. Terms and Conditions

1. BNS is subject to the availability of facilities.

2. The prevention of charges for collect and/or third number billed calls, including international calls, requires that the Carrier handling such calls access the Billing Validation Authority (BVA) database and therefore cannot be guaranteed. Therefore, charges resulting from any such completed will be the responsibility of the customer.

3. BNS may be used with other Company toll screening/blocking services (e.g., Toll Restriction, Blocking for 10XXX1+/10XXX011+, etc.).

C. Rates and Charges

1. A Service Ordering Charge as specified in Section II of this local terms of service is applicable per main billing number when BNS is installed or changed subsequent to the service with which it is associated or for any change in options. The Service Ordering Charge is not applicable when BNS is terminated by the customer.

2. BNS Options

a) Incoming Collect Calls Only
b) Third Number Billed Calls Only
c) Incoming Collect and Third Number Billed Calls

	Nonrecurring Charge	Monthly Rate
Residence	–	–
Business	–	–

GENERAL EXCHANGE SERVICE

PAYPHONE SERVICE

A. Conditions

1. Payphone Service includes lines to which coin, coinless, card reader or a combination of coin/card reader telephone may be attached

2. Payphone Service is a business exchange access line composed of the serving central office line equipment, all outside plant facilities needed to connect the serving central office with the customer's premises, and the Network Interface Device (NID) at the demarcation point. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for long distance service and local calling.

3. A maximum of one customer-provided instrument implemented pay telephone may be connected to any one instrument-implemented or co-implemented payphone line.

4. General Rules and Regulations found in this document are applicable to the provision of Payphone Service.

5. Directory listings may be provided under the regulations governing the furnishing of listings for business subscribers.

6. A Network Interface Device will be installed at a location determined by the Company which is accessible to the customer. The Network Interface Device (NID) is a company-provided jack or its equivalent. It is the point of connection between the telephone company owned wiring and wiring owned by the Customer.

7. Applicable Nonrecurring Charges will apply for the move or arrangement of the Company's facilities which are made at the request of the customer.

8. The Company shall not be liable for shortages of coins collected and deposited at the subscriber's equipment. The limit of the Company's liability for end user fraud of whatever nature occurring at or in association with the subscriber's equipment shall be governed by provisions of the local terms of service and rules or regulations of the Commission. In case of conflict between the listed provisions and Commission rules and regulations, the rules or regulations shall prevail.

9. Extensions to a payphone line are not permitted.

10. The Multiline business Subscriber Line Charge, found in the interstate access tariff, is applicable to all Instrument-Implemented and Co-Implemented payphone lines.

GENERAL EXCHANGE SERVICE

PAYPHONE SERVICE(Cont'd)

B. Responsibility of the Customer

1. The customer, for the purpose of this terms of service, is defined as the person subscribing to payphone service.

2. The customer shall be responsible for the installation, operation and maintenance of the customer-provided instrument, plus all ancillary equipment, such as booths, shelves, lighting, directories, etc., used in connection with the requirements set forth in the Americans with Disabilities Act of 1990.

3. The customer shall be responsible for the payment of charges for all local and toll messages originating from or accepted at this type of service, including any Directory Assistance Calls.

   The Customer is responsible for any federal, state, or local taxes on the Customer Owned Pay Telephone or calls made from that phone.

4. The customer-provided instrument must be registered in compliance with Part 68 of the FCC's Registration program.

5. Customers who elect not to subscribe to Selective Class of Call Screening will be fully responsible for all calls billed to customer's payphone access line. The Telephone Company shall have no responsibility t adjust any such charges and/or release customer from paying any such charges. Customer will hold the Telephone Company harmless from and against any liability or loss resulting from all calls billed to customer's exchange access line.

C. Violation of Regulations

Upon notification from the company that the customer-provided equipment or wiring is causing or is likely to cause harm, the customer shall make such changes as is necessary to remove such harm. Failure to make such changes as is necessary to remove such harm. Failure to make such changes will result in the disconnection of service until such change is completed to the satisfaction of the company.

GENERAL EXCHANGE SERVICE

PAYPHONE SERVICE (Cont'd)

D. Instrument Implementation Payphone Service

Instrument-Implemented Payphone Service is an access line for use with a payphone instrument designed to perform various functions. Payphone instruments are to be provided by the customer.

E. Central Office (CO) Implemented Coin Line

1. Central Office-Implemented Coin Line Service is an access line for use with a coin supervision feature. Payphone instruments are to be provided by the customer.

2. Features are additives to the operation of a flat rate access line that provide for CO-Implemented Coin Line Service. The Company offers those features that are provided by the functionality of the Company's switches. These include coin monitoring, coin control (collect and return of coins, if applicable), and/or answer supervision. CO-Implemented Coin Line features that are implemented by the functionality of an operator service provider, such as coin rating, coin refund, repair referral, and operator call screening, are the responsibility of the Payphone service provider (Customer).

3. CO-Implemented Coin Line Service is provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line feature offered by the Telephone Company.

F. Feature and Functions

1. CO Coin Line Signaling (Coin Supervision) provides the electrical signaling for:

Coin monitoring – indicating to an operator service provider the number and denomination of coins deposited based on information provided by the payphone;

Coin collection and return – indicating to the payphone to the payphone equipment to collect coin(s) from or return coin(s) to the calling party where applicable and offered by the Company, and;

Answer supervision – indicating to the payphone that the calling line has answered the call, where applicable and is technically feasible.

GENERAL EXCHANGE SERVICE

PAYPHONE SERVICE (Cont'd)

F. Feature and Functions (Cont'd)

2. Selective Class of Call Screening treatment enables the customer to restrict outgoing operator-handled calls placed over the Telephone Company's network, from the service point to only those calls which are charged to a called telephone, a third number or a calling card. Selective Class of Call Screening will be provided where such facilities are available at the customer's option.

3. Validation may be performed through Originating-Line Screening (OLS). OLS enables operator service providers to determine whether there are billing restrictions on the exchange access line from which a call originates. OLS service delivers codes on operator assisted calls to identify calls originating from privately owned payphones, inmate locations, and hotels/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available. The customer has the option to request Selective Class of Call Screening and/or OLS.

4. CO-Implemented Coin Line features, including coin monitoring, coin collect and return (where applicable) and/or answer supervision, are provided by the Telephone Company per the technology available from the Company's facilities. It shall be the responsibility of the CO-Implemented Coin Line payphone owner to assure technical and operational compatibility with the coin line features offered by the Telephone Company.

GENERAL EXCHANGE SERVICE

PAYPHONE SERVICE (Cont'd)

G. Rates

			Monthly Rate	Nonrecurring Charge
1.	Payphone Service			
	a.	Instrument Implemented		Applicable Nonrecurring Charge
		Flat, per line	$54.15	
	b.	Central Office Implemented		Applicable Nonrecurring Charge
		Flat Rate	41.00	
	c.	Selective Class of Call Screening	2.00	
	d.	Coin Supervision/ Transmission	1.70	

GENERAL EXCHANGE SERVICE

EMERGENCY CONFERENCE SERVICE

A. General

Emergency Conference Service is furnished in the interest of the public safety by means of equipment located in a central office of the Company through which any exchange customer may make an announcement to several exchange stations simultaneously.

B. Rates

		Monthly Rate	Installation or Move
1.	Automatic type		
a.	Up to 10 reporting stations	$31.00*	$50.00
b.	Up to 20 reporting stations	$46.00*	$100.00

C. Conditions

1. This service may be furnished in connection with individual line service, but at the option of the Company when equipment and facilities permit may be furnished to party-line customers.

2. A contract or agreement for Emergency Conference Service will be for a minimum service period of three (3) years.

3. Equipment, instruments and lines on the customer's premises, furnished by the Company, shall be and remain the property of the Company whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, or repairing equipment, instruments and lines.

4. Such Emergency Conference equipment is not to be used for performing any function other than the reporting of dissemination of information of an emergency nature.

In addition to rates and charges applicable to a business line.

GENERAL EXCHANGE SERVICE

EMERGENCY CONFERENCE SERVICE (Cont'd)

C. Conditions (Cont'd)

5. The customer must not use or permit any electrical or mechanical apparatus or device to be used in connection with the equipment of facilities furnished by the Company without the written consent of the Company

6. Company liability in connection with Emergency Conference Service is specified under the General Regulations section.

7. When re-arranging or installation stations, the applicable multi element charges apply per station.

GENERAL EXCHANGE SERVICE

EXTENSION STATION SERVICE

A. General

An extension station is an additional station connected on the same circuit as the main station, and having the same number as the main station.

B. Rates

Mileage charge

Mileage charges are applicable to company-provided and customer-provided extension stations as filed under Mileage Charges in this section.

C. Conditions

1. Off-Premises extension stations may be company-provided or customer-provided subject to the following conditions.

   a. When provided on party lines, such stations are subject to removal by the Company whenever they interfere with the satisfactory operation of the line.

   b. May be located on the premises of another customer and restricted to answering incoming calls only, provided the other has his own separate service at the same locations.

   c. Business off-premises extensions may be provided at a residence location of the same customer where residence main station service is also provided.

   d. Residence off-premises extensions may be provided at a business location of the same customer where business main station service is also provided.

   e. Mileage charges when applicable will be based upon the route mileage between the location of the route mileage between the locations of the main and extensions stations. (See Mileage Charges.)

GENERAL EXCHANGE SERVICE

EXTENSION STATION SERVICE (Cont'd)

C. Conditions (Cont'd)

2. Mileage charges apply for each extension station which is located in a different building on the same premises. (1)

3. In certain instances, where equipment restrictions dictate, the number of extension stations provided with bells may be limited.

(1) Effective November 1, 2013, new installations of on-premises extensions will be provided as a one-time charge based on time and materials charges. Existing units of record as of November 1, 2013 will continue to be provided and maintained by the Company at the rates and charges listed above.

GENERAL EXCHANGE SERVICE

MILEAGE CHARGES

Off-Premises Extension Line

General

1. Mileage charges are computed separately for each off-premises extension line access location.

2. Mileage charges are computed on the route measurement from the building location of the main station access, key system or PABX system, or from the central measuring point for Centrex Systems to the building in which the extension access service, PABX station, Centrex extension station, key extension station or other service is located.

3. Where construction is necessary for the purpose of furnishing off-premise extension lines on the subscriber's premises, such construction will be furnished as provided for "Special Construction-Private Property" in the General Regulation section.

4. When it is known or realized that the life of all or a part of the outside circuit extension line will be shorter than the normal life of the plant or the cost of providing the plant is such as to render inadequate the mileage charges quoted herein, the plant required to furnish such service will be provided on the basis of one of the following plans at the option of the subscriber:

   a. An installation charge and a reasonable and proper monthly carrying charge in lieu of mileage. Under this plan, where a portion of the facilities must be replaced at a later date due to having served its useful life, installation charges apply to the replacing facilities as if such facilities were installing new and appropriate adjustments are made in the monthly carrying charges.

   b. A reasonable and proper monthly carrying charge in lieu of mileage with an initial service period of ten years.

Rates

Same Premises, Different Building # (1)

1st quarter mile, or fraction thereof	$2.00 per month*
Each additional ¼ mile, or fraction thereof	$1.00 per month*

Different Premises, Same Listing #

1st quarter mile, or fraction thereof	$2.00 per month*
Each additional ¼ mile, or fraction thereof	$1.00 per month*

These charges are applicable to company-provided or customer-provided equipment.

* Approved 5/2/80 80-029

(1) Effective November 1, 2013, new installations of on-premises extensions will be provided as a one-time charge based on time and materials charges. Existing units of record as of November 1, 2013 will continue to be provided and maintained by the Company at the rates and charges listed above.

GENERAL EXCHANGE SERVICE

MILEAGE CHARGES (Cont'd)

Signaling Equipment Mileage #

1st quarter mile, or fraction thereof	$2.00 per month*
Each additional ¼ mile, or fraction thereof	$1.00 per month*

Circuit Rental

Local Loop Rental, miscellaneous including private line voice, teletype, TWX, Data, metering or Control Channels.

1. The following rates apply when necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge or to contract for service beyond the initial period, or both.

2. The total mileage is the sum of the direct route mileage from each point to its serving central office, with fractional ¼ miles treated as full ¼ miles, for each two point segment of distance.

Rate Per Cable Pair:	Monthly Rate
1ST ¼ mile	$37.05
Each additional ¼ mile (For each terminated segment where segments are permanently tied together, combined mileage applies.)	1.00

These charges are applicable to company-provided or customer-provided equipment

GENERAL EXCHANGE SERVICE

MILEAGE CHARGES (Cont'd)

Local Loops For Foreign Exchange And Other Toll Private Line Services Not Covered Under Circuit Rental, Item 2, preceding.

1. The following rates apply when necessary facilities are available. When facilities are not available, the customer may be required to pay an additional charge or to contract for service beyond the initial period, or both.

2. The mileage charges shown below shall apply from local central office to the customer's premise, with fractional ¼ miles treated as full ¼ miles. The total mileage is the sum of the cable route mileage from the local Central Office to the customer's premise.

3. Charges per cable pair, route mileage

		Monthly Rate
a.	First ¼ mile	$37.05
b.	Each additional ¼ mile (For each terminated segment where segments are permanently tied together, combined mileage applies)	1.00

4. Inter Exchange Channels

   Concur in approved Bell tariffs

5. Conditions

   A. Mileage applicable to off premises business, residence, PBX or KEY extension stations located on premises, other than those on which the main stations or switchboard are located, will be determined in the following manner:

      a. When the terminals are located in the same Central Office area, the off premises mileage measurement is the route distance between the terminals.

      b. If the line passes through a Central Office, the route mileage must include the Central Office.

   B. When facilities must be constructed to provide service to applicant beyond the Base Rate or Special Rate Area boundary, charges shall be determined as set forth under Line Extension Charges filed in this section.

GENERAL EXCHANGE SERVICE

SHARED TENANT SERIVCE (STS) – Sharing and Resale of Basic Local Exchange Service

A. Definitions

1. Client - Any business, firm, corporation, company, association, government agency, or residence that subscribers to resold of shared service offered by an STS Provider, but not including a majority-owned subsidiary, parent corporation, or affiliate of the of the STS Provider and the affiliate are majority-owned, directly or indirectly, by the same parent corporation.

2. Shared Tenant Service (STS) Area – A single geographic area, as defined in B.2., following, within which an STS Provider is equipped in resale or sharing of service.

3. Shared Tenant Service (STS) Provider – A business customer that engages in resale or sharing of service as permitted by this document.

B. General

1. In general, Basic Local Exchange Service is furnished for the exclusive use of the subscriber, and the subscriber's family, guests, employees, agents, or representatives. Resale of Basic Local Exchange Service is permitted only under the specific conditions described in this document. For the purpose of this section, "sharing" of Basic Local Exchange Service is considered synonymous with "resale" of Basic Local Exchange Service.

2. Resale is permitted where facilities permit and within the confines of specifically identified contiguous property areas under the control of a single owner or within a common development with a single name identity, i.e., office parks, shopping centers, apartment complexes, condominiums. Areas designed for resale may be intersected or transversed by public thoroughfares provided that the adjacent property segments created by intersecting or transversing thoroughfares would be contiguous in the absence of the thoroughfare. The designated STS Area must be wholly within the confines of existing wire centers and exchange boundaries.

3. When in the judgment of the Company it is deemed necessary, or when the projected number of clients is five or more, the customers must apply in writing to resell exchange services provided by the Company and will be required to submit layout maps defining the intended STS Area and anticipated development plan in terms of new or existing buildings.

4. The premises definition as applies to resale of Basic Local Exchange Service is an STS Area as defined by layout maps, as required in B.3, above.

GENERAL EXCHANGE SERVICE

SHARED TENANT SERIVCE (STS) – Sharing and Resale of Basic Local Exchange Service (Cont'd)

B. General (Cont'd)

5. All rates and charges in connection with the STS Provider and all repairs and rearrangements behind and including the STS Provider's communication system will be the responsibility of the STS Provider (customer of record)/owner. The Company will not be responsible for the transmission quality beyond the Network Interface with the Shared Tenant Service Provider. The Network Interface must be located within the STS Area being served by the STS Provider.

   The STS provider will be the single point of contact for all shared tenant services provided in the STS Area. Service orders for resale and sharing arrangements will be accepted by the Company only from the STS provider; provided, however, the Company will respond to repair and maintenance requests from clients and, in such circumstances, the STS provider will be responsible for any maintenance of service charges that may be billed by the Company.

6. Customers who choose t obtain service directly from the Company may subscribe to any local exchange service directly from the Company may subscribe to any local exchange service available. If a customer does business with both the STS Provider and the Company, measured service will be required.

7. Nothing in this section impairs the Company's franchise or ability to operate in the state. This local terms of service is not intended, nor does it, enfranchise or certify the recipients of this service as a telecommunications company.

8. A single STS Provider may serve more than on STS Area, but each STS Area must be served by a separate STS system. Such separate systems may not be interconnected by the use of tie trunks or any other means. This provision, however, shall not be interpreted to preclude an STS provider from transmitting long distance traffic or administrative data, signaling or stored voice messages between STS Areas.

9. Intercom calling between unaffiliated Clients of the STS Provider is prohibited. Any local call originated by a Client or by the STS Provider and terminated to an unaffiliated entity within the same STS Area, or to any other STS Area must be switched through the Company's Central Office Switching Equipment.

GENERAL EXCHANGE SERVICE

SHARED TENANT SERIVCE (STS) – Sharing and Resale of Basic Local Exchange Service (Cont'd)

B. General (Cont'd)

10. An STS Client may designate the STS Provider as its agent for purpose of ordering tie trunks, channel services, off-premises extensions, foreign exchange lines and similar services. An STS Provider acting as an agent for an STS Client pursuant to this paragraph shall be responsible for all charges incurred for the services in question. In all cases in which an STS Client orders such services through an STS Provider, the STS Provider shall configure its system so that the service may be used only by the individual STS Client. Resale of services ordered by the STS Provider as agent for an STS Client for who the service is ordered shall constitute a violation of this paragraph by the STS Provider.

11. The STS Provider is required as a condition of acquiring service from the Company, to inform all existing Clients, at least once a year, and all prospective Clients at the time of offering service to them, that:

    a. Clients are not customers of the Century Telephone of Northern Mississippi, Inc.;

    b. The STS Provider is responsible for the telephone service furnished to the clients;

    c. The client has the right to obtain service directly from Century Telephone of Northern Mississippi, Inc.

    No person or entity located within an STS area shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from Century Telephone of Northern Mississippi, Inc.

12. In the event that an STS Provider fails to comply with the requirements of paragraphs (8), (9), (10), or (11) preceding, any Telephone Company services connected to the STS Provider's system and being used in violation of this local terms of service may be terminated. Any such termination shall be in accordance with the provisions set forth in Connection with Customer-Provided Equipment and General Service Rules in this local term of service. The Telephone Company shall not be required to reestablish such service or services until and unless the STS Provider has sought and obtained approval from the Mississippi Public Service Commission for such reestablishment.

13. All other rules and regulations specified in other section of the Company's local terms of service will apply.

GENERAL EXCHANGE SERVICE

SHARED TENANT SERIVCE (STS) – Sharing and Resale of Basic Local Exchange Service (Cont'd)

C. Regulations and Application of Rules

1. Resale of Basic Local Exchange is available only on a measured rated service basis only. The measured service area includes the local exchange of the STS Provider, any Extended Area Service exchanges to the local exchange and the Community Calling Service Areas as described in document. Rates are found in D.3, following. Other business services will be provided at the rates specified in other sections of this document.

2. Rate Caps for Community Calling Services, as described in this document do not apply to STS.

3. Rates and Regulations for PBX trunks and Direct Inward Dialing services that are provided to the STS Provider, apply per trunk. Recurring and non-recurring rates, charges and regulations for such services are provided elsewhere this document.

4. A monthly Client Charge shown in D.1, following applies for each Client of the STS Provider, except for Federal, State and Local Government, Telephone Answering Service, and Radio Common Carriers. One directory listing for each Client of the STS Provider will be provided in the alphabetical section of the directory at no extra charge. Other listings may be obtained under the conditions and rates specified in Section II, Directory Listings. Client listing charges will not be separately billed. The Client Charge will date from the day the information records are posted and is payable monthly in advance. The minimum chargeable period for the Client Charge is from the initial request period through the life of the directory issue in which the listing first appears.

   One directory listing will be provided for the STS Provider in the alphabetical section of the directory at no extra charge. Additional or extra listings used to further identify the STS Provider will be charged at the business directory listings rate as specified in this document.

5. STS is not furnished in connection with residence telephone service, except for the Client Charges specified in D.1; following. Whether the Clients included in a resale service area are residence or business, such Clients may be served by the STS Provider and the same business rates specified in this and other Tariffs will apply to the STS Provider.

6. The service connection charges for business service shown in Section II (a) applies for all STS service applications processed under this local terms of service and is in addition to all other applicable nonrecurring and recurring charges.

GENERAL EXCHANGE SERVICE

SHARED TENANT SERIVCE (STS) – Sharing and Resale of Basic Local Exchange Service (Cont'd)

C. Regulations and Application of Rules (Cont'd)

7. The minimum period of service is 36 months with a Service Cancellation Fee (SCF) applicable at the date of termination based on the exchange rates in effect. The Service Cancellation Fee is reduced by 1/36 per month and will be an amount equal to the business measured rate and will be an amount equal to the billed at the time of termination. A nine month notice is required prior to termination of service by the STS Provider. If a nine month notice is not received, the STS Provider is liable for 50 percent of the expenditures to provide the additional facilities required to serve the subscribers previously served in the resale area.

8. When a subscriber located within the designated resale service area wished to be directly served by the Company on a non-resale basis, or when Company or customer provided Coin Telephone Service is to be installed in the STS Area, the Company may connect those subscribers to its new or existing facilities, if available, or the owner/developer will bear the responsibility for and cost of providing premises access for such services. At the Company's option, the owner/developer will make either cable pairs or their equivalents available, or provide facility support (conduit or poles) access to the Company at no charge for provision of these services.

9. The STS Provider shall obtain and guarantee the permission of the building owner to allow direct access by the Company to any Client upon the Client's request. This is a condition for provisioning service for this document.

10. Providers of STS systems are required to subscribe to PBX/ALI services as specified in this document.

11. All usual and applicable Service Charges and Installation Charges as appropriately indicated in this and other Tariffs apply to the activation, move or change of lines within the sharing and resale offering.

12. The Company will not be responsible for the manner in which the use of service or charges are allocated to STS Clients of the STS Provider.

13. The transfer of service responsibility between STS Providers is permitted and will not change the initial service establishment date used to calculate the Service Cancellation Fee identified in C.6, above.

GENERAL EXCHANGE SERVICE

SHARED TENANT SERIVCE (STS) – Sharing and Resale of Basic Local Exchange Service (Cont'd)

D. Rates and Charges

		Nonrecurring Charge	Monthly Rate
1.	Client Charge		
	Each		
	a. Residence	*	$6.00
	b. Business		11.00
2.	Service Establishment Charge		
	Per Application		
	a. Each	$30.00**	
3.	Measured Rates		
	a. Exchanges of Olive Branch and Byhalia		
	1st Minute		0.04
	Each Additional Minute		0.03
	b. Exchange of Chulahoma		
	1st Minute		0.05
	Each Additional Minute		0.04

GENERAL EXCHANGE SERVICE

SUPPLEMENTAL EQUIPMENT SERVICES

Direct-Inward Dialing (DID) Service

Rules and Regulations

A. DID service permits calls incoming to a PBX or other CPE from the network to reach a specific station line number without the assistance of an attendant. DID service is provided subject to the availability of facilities and may be furnished from the central office which regularly serves the area in which the customer is located or from a foreign central office equipped to provide DID service subject to the appropriate intra/interexchange rates.

B. Rates are in addition to the rates shown elsewhere in this local terms of service and other Company Tariffs for the services and equipment with which this offering is associated.

C. The service includes central office switching equipment necessary for in-dialing from the network directly to station lines associated with customer premises switching equipment.

D. The service must be provided on all trunks in a group arranged for inward service. Each trunk group shall be considered a separate service. Grouping Service will not be provided between separate trunk groups.

E. Facilities and operational characteristics of interface signals between the Company provided connecting arrangements and the customer provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.

F. One primary directory listing will be furnished without charge for each separate trunk group. Additional listings can be obtained as specified elsewhere within this document.

G. The customer shall be responsible for providing interception of calls to vacant and non-working assigned DID numbers by means of attendant intercept or recorded announcement service.

H. DID numbers are provided in blocks consisting of minimum of 20 consecutive numbers which may be assigned to station lines or reserved for future use at rates specified herein. The Company does not guarantee t provide a number block consecutive to any other number block. The Company will be responsible for interception and administration of reserved numbers.

GENERAL EXCHANGE SERVICE

SUPPLEMENTAL EQUIPMENT SERVICES (Cont'd)

Direct-Inward Dialing (DID) Service (Cont'd)

Rules and Regulations (Cont'd)

I. The minimum commitment period for the service is three years. In case of discontinuance or reduction of service within the minimum commitment period, a basic termination charge as shown in the rates following, reduces by 1/36 for each full month of service provided, shall be applied.

RATES AND CHARGES

		Nonrecurring Charge	Monthly Rate	Termination Charge
(a)	Group of 20 Working or Reserved DID Numbers *, Each	$480.00	$3.40	
(b)	DID One-way Inward Trunk Termination in Central Office, each	50.00	27.00	$950.00 (for each trunk terminated)

* The Nonrecurring Charge applies to the first group of DID numbers assigned to a customer per occasion. These rates and charges are applicable in addition to the rates and charges for the provision of PBX trunks and the associated equipment and services.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE

A. General

1. Centrex is a Central Office-based, flat rate, business communications service which provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business/residence customer's lines into a single telecommunications system.

2 Centrex is a local exchange telecommunication service provided from Telephone Company Central Office where suitable facilities and features permit.

3. Centrex permits the direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received by direct inward dialing from the calling party to the station line or through an attendant console.

4. All Centrex station lines will be equipped with the standard features as set forth in paragraph B.1.a, and Touchtone Service. Additional optional features may also be selected and generally result in additional charges as specified in paragraph B.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

B. Rates and Charges

1. Centrex Line Rates

a. The monthly rates for Centrex lines specified in paragraph B.1.b. below include the following standard features:

(1) Business Group Automatic Identification Outward Dialing
(2) Call Forward Busy Line
(3) Call Forward Don't Answer
(4) Call Forward Variable
(5) Call Forwarding Incoming Only
(6) Call Forwarding Within Group Only
(7) Call Forwarding Distinctive Ringing
(8) Call Hold
(9) Call Park
(10) Call Pickup
(11) Call Transfer
(12) Call Transfer Return
(13) Direct Dialing
(14) Direct Outward Dialing
(15) Distinctive Alerting
(16) DTMF Signaling
(17) Fully Restricted Line
(18) Hunting
  (a) Regular Hunting
  (b) Circle Hunting
  (c) Preferential Hunting
  (d) Series Completion
(19) Intercom Dialing
(20) Semi-Restricted Line
(21) Speed Call 8
(22) Three-Way Calling
(23) Toll Restriction
(24) Visual/Audible Message Waiting

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

B. Rates and Charges (Cont'd)

2. Centrex Line Rates (Cont'd)

b. The following per-line business rates and charges apply for contract periods ranging from month-to-month to 60 months. Residence rates are only offered on a per line monthly basis. The customer is required to pay for the number of months in the service period selected:

Business Rate Per Line

Number of Lines	Monthly Rate	24 Months	36 Months	48 Months	60 Months
2 - 3	$29.70	$28.00	$26.25	$24.55	$21.95
4 - 6	28.85	27.15	25.50	23.85	21.30
7 - 10	27.55	25.95	24.35	22.75	20.40
11 – 20	23.95	22.60	21.20	19.85	17.75

Over 20 - Telecommunication Utility Individual Contract

Residence Line Rate

Number of lines	Monthly Rate
2 - 6	$19.55

Service Establishment Charges

	Nonrecurring Charges
Per System	$50.00
Per Line	10.00

c. The above rates and non-recurring charges are in addition to the applicable service ordering charge as elsewhere within this document.

d. Centrex lines that terminate in key system common equipment or other CPE that performs pooling or switching functions must be provided in a "squared" arrangement in order to remain Centrex local terms of servcie rates. A "squared" arrangement is one in which the number of Centrex lines equals the number of stations/lines served by the key system common equipment and/or the CPE switching/pooling equipment. If the number of stations served by the CPE common equipment and/or switching equipment exceed the number of Centrex lines, the Centrex lines will be rated at the appropriate Key trunk of PBX Trunk rates plus $6.00 per trunk for the additional Centrex functionality.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

B. Rates and Charges (Cont'd)

2. End User Common Line Charges (EUCL)

a. The FCC End User Common Line Charge (EUCL) will be assessed based upon the total number of Centrex lines to which the customer subscribes. This amount will be collected by the Telephone Company and forwarded to the National Exchange Carrier Association. Intrastate Subscriber Line Charges will be also be assessed based on the total number of Centrex Lines.

3. Individual Station Features

a. Chargeable Individual Station Features

The following features may be activated on an individual per line basis dependent on the customer's requirements.

The monthly rates shown below apply to the following individual station features:

(1) Call Waiting/Cancel Call Waiting
(2) Directed Call Pick-up
(3) Directed Connect Service
  (a) Manual Line Service
  (b) Warm Line
(4) Do Not Disturb
(5) Night Service
(6) Speed Calling 30
(7) Voice/Data Protection

Individual features per line/station	$0.50 per feature
Three to four features per line/station	$0.40 per feature
Five or more features per line/station	$0.30 per feature

b. Non-Chargeable Individual Station Features

The following individual station features are offered at no additional charge:

(1) Semi-Restricted Line
(2) Fully-Restricted Line
(3) Toll Restriction

Note: Service Ordering Charges as specified in SECTION II apply for the connection of the services listed above unless ordered at the time initial service is established.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

B. Rates and Charges (Cont'd)

3. Individual Station Features (Cont'd)

b. Non-Chargeable Individual Station Features (Cont'd)

(4) Hunting

(a) Regular Hunting
(b) Circle Hunting
(c) Uniform Call Distribution
(d) Preferential Hunting
(e) Series Completion

(5) Call Forwarding Incoming Only (when applied to the appropriate base call forwarding features(s) [(Call Forwarding Variable, Call Forwarding Busy Line, or Call Forwarding Don't Answer)].

(6) Call Forwarding Within Group Only (when applied to the appropriate base call forwarding feature(s) [(Call Forwarding Variable, Call Forwarding Busy Line, or Call Forwarding Don't Answer)].

(7) Call Forwarding Distinctive Ringing

c. Additions and Changes to Individual Station Features

Feature Additions/Changes Per Station	$8.00 Nonrecurring

Note: Service Ordering Charges as specified in SECTION II of this document apply for the connection of the services listed above unless ordered at the time initial service is established.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

4. Features Associated With Groups of Lines

a.	Code Restriction Features:	
	(1) Code Restriction	
	(2) Outgoing Call Screening	
	Per List	$4.50 per month
	Per Line Using List	$0.50 per month
	Changes to Toll/Code/ Outgoing Call Screening Lists	$12.00 nonrecurring
b.	Business Group Dialing Plan	
	Standard Dialing Plan	No Charge
	Customized Dialing Plan	$80.00 Nonrecurring
c.	Special Intercept Announcement	
	Standard Announcement	$24.00 per month
	Customer Worded Announcement	$96.00 per month
	Announcement Trunk	$24.00 per month
	Changes to Customer Worded Announcement	$60.00 per month
d.	Paging Access	
	Per Paging Circuit	$20.00 per month
e.	Music On Hold Access	
	Per Connection	$20.00 per month
f.	Simplified Message Desk Interface (SMDI)	$105.00 per month
	SMDI Non-Recurring	$120.00 per month
g.	Authorization Codes $2.00 per month	
	Per group of 20	$60.00 nonrecurring

Note: Service Ordering Charges as specified in SECTION II of this document apply for the connection of the services listed above unless ordered at the time initial service is established.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

5. OutWATS

a. OutWATS Simulated Facility Group Arrangements

	Monthly Rate	Recurring Charge
Service Establishment Charge		$30.00
OutWATS Simulated Facilities Group Automatic Flexible Routing/Overflow Expensive Route Warning Hunting Arrangement		
Each OutWATS Simulated Facility	$20.00	
Rearrangements and Changes to Simulated Facilities and Routing patterns		$24.00

b. Normal OutWATS rates (measured time or full business day) will be charged for OutWATS calls.

6. Enhanced Hunt Service

a.	Charges to Hunting Group Arrangement/Patterns Additional Lines/Change Hunting Order	$12.00 nonrecurring
b.	Hunt Group Options	
(1)	Queueing for Hunt Group	$20.00 per month
(2)	Delay Announcement for Queued Calls	
	Standard Announcement	$24.00 per month
	Customer Worded Announcement	$96.00 per month
	Announcement Trunk	$24.00 per month
	Changes to Customer Worded Announcement	$25.00 nonrecurring
(3)	Stop Hunt/Make Busy	
	Access Code Activation	$0.50 per month
	Key/Switch Activation	$6.50 per month
c.	Uniform Call Distribution (UCD)	
(1)	Per UCD Group N/A	
(2)	Per Station	$5.00 per month
(3)	Per UCD Group	$120.00 nonrecurring

Note: Service Ordering Charges as specified in SECTION II of this document apply for the connection of the services listed above unless ordered at the time initial service is established.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

C. Regulations and Conditions

1. A Centrex Customer must have a minimum of two Centrex lines.

2. The minimum charge for services provided under this terms of service shall be for one month.

3. Centrex is offered subject to the availability of outside plant and/or Central Office facilities.

4. One directory listing is provided without charge for each Centrex customer.

5. The business customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month business customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect. Residential service is only offered on a month to month basis.

6. The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated changes during the selected service contract period.

7. Subsequent line additions/deletions to the original service contract period are stipulated as follows:

   a. Subsequent additions will be rated under a new contract or added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count.

   b. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract, will be considered a termination liability and treated as specified in paragraph C.8 below. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

C. Regulations and Conditions (Cont'd)

8. Termination Liabilities shall be treated as follows:

a. It the service is cancelled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent.

b. A customer who reduces the quantity of Centrex lines under contract has the following options for the duration of the contract period:

(1) Continue to pay an amount equal to the monthly rate for the number of Centrex station lines that are disconnected under contract, or

(2) Pay termination charges as described in (a) above on the number of Centrex station lines disconnected.

9. Reduction/wavier of service establishment charges may be offered as follows:

At the Telephone Company's discretion, the following non-recurring service establishment charges may be reduced or waived during promotional campaigns and/or as a part of customer negotiations:

a. Nonrecurring service establishment charge for OutWATS Simulated Facility Group – Automatic Flexible Routing/Overflow Hunting Arrangements (paragraph B.5.a).

10. Customers who subscribe to Centrex for more than 20 lines may, at the Telephone Company's discretion, be offered customer specific pricing on a contract basis. The rate will be offered in writing to the customer for acceptance. An individual service agreement will specify the length of the contract period and the applicable rates. With the exception of the customer specific rates, all other rates, charges, and regulations specified herein shall continue to apply.

11. All exchange lines in a Centrex group must have the same billing arrangement, either flat-rate or measured service (where offered).

12. Intercom calls between lines in a Centrex group are not subject to local. Measured service.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

C. Regulations and Conditions (Cont'd)

13. When used with Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable toll charge for each billable call connected over the public network between the Centrex station and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.

14. The Centrex lines for a Centrex customer may terminate at multiple locations; however, all Centrex lines in the same group must be served by the same Central Office.

15. Terminal equipment may be offered by the Telephone Company under contract or may be provided by the customer.

16. Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated in the local terms of service.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

D. Definitions

The following standard and optional features may be provided as a part of the Centrex service:

1. Authorization Codes

Authorization Codes feature is used to identify callers for billing purpose, to assign a Network Class of Service (NOCS), and to control network access.

2. Business Group Automatic Identified Outward Dialing.

Business Group Automatic Identified Outward Dialing provides identification of the calling line or the Centrex Group billing/pilot number on billable calls directed to the public network.

3. Business Group Dialing Plan

A Business Group Dialing Plan enables a Centrex Group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 to 5 digit codes; Single-Digit Dialing; and customized feature activation/deactivation codes. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.

4. Call Forwarding Busy Line

Call Forwarding Busy Line causes all calls to be redirected to an alternate station when the called station is busy.

5. Call Forwarding Distinctive Ringing.

Call Forwarding Distinctive Ringing is a Call Forwarding line option that allows station users to Distinguish between forwarded and non-forwarded calls. The distinctive ringing pattern is two short rings. This option is assigned to the base or forwarding station, but is active (rings) on the forward-to-station.

6. Call Forwarding Don't Answer

Call Forwarding Don't Answer allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

D. Definitions (Cont'd)

7. Call Forwarding Incoming Only

Call Forwarding Incoming Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and allows only incoming calls (calls that originate outside the Centrex group) to be forwarded. Calls from within the group or a private facility are not forwarded.

8. Call Forwarding Variable (All Calls)

Call Forwarding Variable enables a station user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.

9. Call Forwarding Within Group Only

Call Forwarding Within Group Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.

10. Call Hold

Call Hold allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party, or return to the previously held call.

11. Call Park

Call Park enables a user to park a call against his/her directory number. The parked call can be retrieved from any station by first requesting Call Park Retrieve and then dialing the directory number of the station against which the call was parked.

12. Call Pick-Up

Call Pick-Up permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code.

13. Call Transfer

Call Transfer allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

D. Definitions (Cont'd)

14. Call Transfer Return

Call Transfer Return enhances the Call Transfer within a Centrex group. Call Transfer Return applies to all calls (incoming, outgoing, or within group) that are transferred to a party within the same Centrex group. If the transferred calls goes unanswered for the specified number of rings, an attempt is made to return the call back to the call Transfer initiator.

15. Call Waiting

Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook.

16. Cancel Call Waiting

Cancel Call Waiting allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code.

17. Circle Hunting

Circle Hunting allows calls directed to busy stations in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

18. Code Restriction

Code Restriction blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NNXs). A Code Restriction list may be assigned to either an individual line or shared by multiple lines.

19. Customer Access Treatment Code Restrictions

Customer Access Treatment Code Restrictions (CAT Codes) can be used to prevent a Centrex station from dialing certain codes. For example, CAT Codes could be used to prevent a station from gaining access to the public network, using private facilities, or dialing specific stations within the Centrex group.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

D. Definitions (Cont'd)

20. Delay Announcements for Queued Calls

Delay Announcements can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

21. Direct Connect Service

Direct Connect Service allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.

22. Direct Inward Dialing

Direct Inward Dialing allows Centrex station users to directly receive incoming calls without the assistance of an attendant.

23. Direct Outward Dialing

Direct Outward Dialing enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant.

24. Directed Call Pick-Up

Directed Call Pick-Up enables a station user to answer a call that is ringing at another station within the Centrex group by dialing an access code and the ringing station number.

25. Distinctive Alerting/Call Waiting Indication

Distinctive Alerting/Call Waiting Indication allows a Centrex station user to determine the of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones.

26. Do Not Disturb

Do Not Disturb allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

D. Definitions (Cont'd)

27. Full-Restricted Line

A Full-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It is also preventing from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the Centrex group.

28. Intercom Dialing

Intercom Dialing allows Centrex stations users to call other stations within their Centrex groups by dialing abbreviated codes.

29. Make Busy

Make Busy can be used to temporarily make a particular station in a Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.

30. Group Make Busy

Make Busy can be used to temporarily make a group of stations or an entire Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a group of stations during the search for an idle station and is operated via a physical switch.

31. Manual Line Service

Manual Line Service automatically places a call to the operator when the station user lifts the Receiver off the switch-hook.

32. Music On Hold

Music On Hold is an option which provides music and/or a recorded announcement for calls Placed on hold with any of the following features: Three-Way Calling, Call Transfer, Call Hold, Call Waiting, Call Park. The music/audio source may be provided by either the Telephone Company or the Centrex customer. Each Centrex group may have its own music source.

33. Night Service

Night Service allows calls directed to the attendant to be rerouted to pre-designated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends).

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

D. Definitions (Cont'd)

34. Off-Premises Stations

Off-Premises Stations enable a secondary business location to access the same Centrex features and services as the main business location. The secondary locations must be served by the same Digital Central Office as the primary location.

35. Outgoing Call Screening

Outgoing Call Screening blocks the completion of calls to specific directory numbers (3, 6, 7, or 10 digit basis). An Outgoing Call Screening may be assigned to either an individual line or shared by multiple station users.

36. OutWATS

OutWATS is a form of District Distance Dialing service that allows a station user to place long distance calls to specified geographical areas at reduced rates. Each OutWATS call is screened to ensure that the call destination is within the band limits of the OutWATS station user.

37. OutWATS Overflow to Public Network With Expensive Route Warning

OutWATS Overflow to Public Network With Expensive Route Warning allows selected Centrex group users the ability to overflow from OutWATS to the public toll network.

38. OutWATS – Simulated Facility Group

OutWATS Simulated Facility Groups control the number of simultaneous OutWATS calls that can be made from a business. OutWATS Simulated Facility Groups optionally allow the following capabilities:

39. OutWATS – Simulated Facility Group (Cont'd)

a. OutWATS – Automatic Flexible Routing OutWATS-Automatic Flexible Routing is an OutWATS Simulated Facility Group option which permits calls to be automatically routed to a lower or less expensive OutWATS band.

b. OutWATS – Overflow Hunting OutWATS-Overflow Hunting is an OutWATS Simulated Facility Group option which permits OutWATS calls to automatically overflow or hunt to a higher band if the Simulated Facility Group associated with the lower band is busy.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

D. Definitions (Cont'd)

40. Paging Access

Paging Access allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or a tie-trunk is required to support the customer's paging equipment.

41. Preferential Hunting

Preferential Hunting allows any station in a Multiline Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and that station is busy, the preferential list is first hunted until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt group.

42. Queueing

Queueing may optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed into a queue. The call remains in the queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queueing cannot be provided for Preferential Hunt groups or Series Completion groups.

43. Regular Hunting

Regular Hunting or Linear Hunting is performed in a sequential fashion across all members of' a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.

44. Semi-Restricted Line

A Semi-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features.

45. Series Completion

Series Completion is similar to Multiline Hunt Services; however, a significant difference between the two services is that Series Completion stations always have their own directory number and their own classes of service. Two different hunting arrangements can be selected with Series Completion: linear or circle.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

D. Definitions (Cont'd)

46. Simplified Message Desk Interface (SMDI)

Simplified Message Desk Interface (SMDI) can optionally deliver 10 digit directory numbers in the call information message sent over the SMDI data link to the voice system.

47. Simulated Facility Groups

Simulated Facility Groups restrict the number of simultaneous calls between the Centrex up and the public network. For example, a 100-line Centrex group could be limited to 20 simultaneous calls to/from the public network. This emulates the physical trunks to a similarly sized PBX.

48. Single-Digit Dialing

Single-Digit Dialing permits a Centrex station user to reach a line or facility, or to access a feature by dialing a single-digit code. The Single-Digit dialing codes are shared by all users in a Centrex group and are preprogrammed by the Telephone Company.

49. Special Intercept Announcement

A Special Intercept Announcement may optionally be used to address the following conditions: (a) If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan, or (b) If the call is restricted due to various restriction arrangements)i.e., Semi-Restricted, etc.).

50. Speed Calling 8-Code

Speed Calling 8-Code enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

51. Speed Calling 30-Code

Speed Calling 30-Code enables a station user to call a list of up to 30 preselected directory Numbers by dialing one-digit codes instead of the directory numbers.

52. Stop Hunt

Stop Hunt allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will cause the search for an idle line to stop there.

GENERAL EXCHANGE SERVICE

CENTREX SERVICE (Cont'd)

D. Definitions (Cont'd)

53. Three-Way Calling

Three-Way Calling allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations.

54. Toll Restriction

Toll Restriction blocks the completion of calls that are directed to the outside operator or to outside the local calling area. A Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

55. Uniform Call Distribution

Uniform Call Distribution is intended to distribute calls evenly among the stations in a Multiline Hunt Group. When a caller is connected to an idle station, the location of the next station is marked as the starting point for hunting when the next incoming call is received. Once hunting begins, it proceeds in a circular manner until an idle station is found.

56. Voice/Data Protection

Voice/Data Protection allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy.

57. Visual/Audible Message Waiting

Visual/Audible Message Waiting provides a new visual message waiting indication capability for use with the voice message services integration and SMDI features.

58. Warm Line

Warm Line provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 to 14 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.

GENERAL EXCHANGE SERVICE

SUPPLEMENTAL EQUIPMENT SERVICE

Directory Listings

A. General

The following rates are applicable to the alphabetical section of the Telephone Directory, for business or residence customers.

B. Rates

		Monthly Rate	
1.	Additional or alternate listings, per line	$**2.50**	(I)
2.	Extra Lines, per line	**2.50**	(I)
3.	Non-published/non-listed service, per listing	**4.25**	(I)
4.	Foreign exchange or non-subscriber service, per listing (See Condition 4)	**3.50**	(I)
5.	WX or Enterprise listing, per listing	3.60	

C. Conditions

1. A Primary listing, which may include the name, address and telephone number of the individual, organization, firm or corporation for whom the service has been contracted, will be furnished at no charge.

   a. Listings will be limited to such information as is necessary for proper identification.

   b. The length of a listing may be limited by the use of abbreviations where the clarity of the listing and the identification of the customer will not be impaired.

   c. The Company may refuse to insert any listing, which in its judgment does not facilitate the use of the directory.

2. An additional listing may include the same address and telephone number as the primary listing, except that a different address may be shown for off-premises stations located on other premises occupied solely by the customer.

GENERAL EXCHANGE SERVICE

SUPPLEMENTAL EQUIPMENT SERVICE (Cont'd)

Directory Listings (Cont'd)

C. Conditions

2. An additional listing may include the same address … (Cont'd)

a. Additional listings may be furnished with business or residence service for persons who occupy the same premises at the rates shown above.

3. An alternate call listing refers a calling party to certain other telephone numbers after business hours or on Sundays or holidays or if there is no answer on the first listed number.

a. Where the alternate call number is to be that of another customer, the listing will be furnished only with written approval of the other customer.

4. Foreign listings are listings in the alphabetical list of an exchange other than the exchange in which the listed service is furnished.

A foreign or non-subscriber listing may be furnished customers requesting that their listing be included in a directory of an exchange other than that from which service is rendered. The rate for a foreign company listing will be the rate of the company in whose directory the listing appears.

5. Non-publish service is the omission of a customer's listing from both the telephone directory and information records. Non-list service is the omission of a customer's listing from the telephone directory.

a. When non-publish or non-list service is to be furnished, the customer will hold the Company harmless from any damages which might arise, and will absolve the Company from any responsibility for the failure of the customer to receive calls because of the non-publish listing.

b. The rate for non-publish and non-list service is specified in "B" above.

c. Utilization of Call Trace and Call Line Identifier

Parties with non-published numbers forfeit the privacy afforded by the service to the extent that the telephone number is identified through activation of a Call Trace or Call Line Identifier procedure whereby the name and address of the subscriber will be provided to the authorized law enforcement agency upon request.

GENERAL EXCHANGE SERVICE

SUPPLEMENTAL EQUIPMENT SERVICE (Cont'd)

Directory Listings (Cont'd)

C. Conditions (Cont'd)

6. Extra Lines of Information

Listings of office hours or other lines of information which are not required by the Telephone Company in order to efficiently handle telephone traffic are not included in the regular charges for service. Regular extra line rates apply to the listing of office hours or other information desired by the customer in connection with his listing. A phase directing the method of calling when a PBX operator is not on duty may be listed in the directory, at extra charges, whenever night connections are provided.

7. Enterprise Service

This service provides an arrangement in connection with message toll service whereby a customer offers patrons the privilege of calling him without the payment of a toll charge and without having to request specific reversal of this charge.

This service is available only to customers having private branch exchange service or individual line service, except coin box.

The exchange in which such is furnished are selected by the customer subject to the approval of the Telephone Company and the Telephone Company assigns and lists in the directory a special call number designation for the use of patrons in each such exchange.

Calls for the special number are accepted only when originating at telephones located in the exchange or zone with which the special call number is associated and only those toll calls placed by calling this special number are considered as coming within the scope of the service.

The customer assumes the charges for all toll calls placed by calling this special number in each exchange.

The initial contract period for this service is three months. Service may be terminated within the initial contract period by payment of the minimum service charge to the end of the initial contract period.

GENERAL EXCHANGE SERVICE

SUPPLEMENTAL EQUIPMENT SERVICE (Cont'd)

Directory Listings (Cont'd)

C. Conditions (Cont'd)

8. The charge for additional, alternate and extra lines listings and for non-published and non-listed service begin on the day the information records are posted.

9. The length of contract period for directory listings, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is distributed to the customers. Unless the listing no longer serves the customer because of disconnection, removal, etc., of the service, the minimum contract period will be for at least 30 days.

10. Dual Name Listing

Dual Name Listing will be a combined directory listing for any two people with the same last name and the same address. Those who qualify for a dual listing may include a husband and wife, a mother and daughter, father and son, brothers or sisters. In addition, we will allow a woman whose husband is deceased to list her own name and her husband's first name.

The dual name primary listing will be provided at no monthly rate.

The dual name additional listing will carry the regular additional listing monthly rate.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1)

A. General

1. Definition

a. 9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.

b. 9-1-1 Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. The 9-1-1 Service, including non-regulated components, may be provided from any one of the following three categories:

1) B9-1-1 (or Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP but provides no information about the location or telephone number of the caller.

2) C9-1-1 (or ANI-only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number (through automatic number identification or ANI) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.

3) E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 will provide a PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the 9-1-1 Customer with their subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus ALI provisioning. E9-1-1 Service is offered subject to the availability of central office facilities.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

2. Definition of Terms

Administrative Site - A location at which the responsibility for administration of end user records associated with one or more private switches is maintained. This location has the capability of creating and conveying Private Switch (PS) End User information to the Company's CENTURYTEL ALI ENTRY GATEWAY. The Private Switch (PS) 9-1-1 Site Administrator is responsible for the functioning of this location.

ALI Database - A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the 9-1-1 Customer, may include additional information about that location.

Alternate Routing - A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

Automatic Location Identification (ALI) - A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

Automatic Number Identification (ANI) - A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ANI Spill - A central office generated data stream that forwards the telephone number of the calling party.

Caller - An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

Company - CenturyTel Legal Entity

Customer - Governmental unit or other entity authorized to provide 9-1-1 Service.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

Default Routing - A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the 9-1-1 control office (location of the selective routing function) to a preselected PSAP.

Directory Number (DN) - A seven-digit number assigned in an area code to uniquely identify a telephone subscriber. In PS ALI applications, the ANI generated with each 9-1-1 call forwards the Direct Inward Dial (DID) Station line seven digit number to the PSAP.

Emergency Response Agency - For the purpose of this document, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at, or transferred from, a PSAP.

Emergency Service Number - An Emergency Service Number (ESN) is assigned by the 9-1-1 Customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP.

End User - An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.

CENTURYTEL PS ALI ENTRY - A personal computer software program that will automate the process of building ALI records of Private Switch (PS) End Users in the National Emergency Number Association (NENA) Standard Format. It provides for some limited accuracy checks, uploading the records to the Company, and receiving downloads of records found to contain certain types of errors in the PS End User records from the Company.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

CENTURYTEL PS ALI GATEWAY - The Company's computer facility that will interface with the Private Switch (PS) Provider Administration Site to receive Private Switch (PS) End User ALI updates and from which error reports will be returned. Communication will be via dial-up modem, using a common protocol.

Host Provider - The telephone company that serves exchanges within the 9-1-1 Customer's serving area and provides 9-1-1 service to the 9-1-1 Customer and, where applicable, acts as the coordinator of other regulated telephone companies which serve as Secondary Providers within the 9-1-1 Customer's serving area.

Master Street Address Guide (MSAG) - A perpetual database defining the geographic area of a 9-1-1 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

Multi-Frequency (MF) to Signaling System 7 (SS7) Trunk Conversion - Multi-Frequency (MF) in-band, to Signaling System 7 (SS7), out-of-band, signaling is an enhancement that makes possible the forwarding of 10 digit ANI/CPN spills for use in identifying wireless subscribers.

Nonlisted/Unlisted - Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

Nonpublished - Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

Point of Concentration - A network switch that enables the quantity of incoming trunks to be reduced to a smaller quantity of outgoing trunks, without degrading the quality of transmission. 911 Selective Routers and tandems perform the Point of Concentration function among others.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

Private Switch (PS) - A private telephone switch serving a particular organization or business usually located on a PS Provider's premises. The PS is connected by a common group of trunks to one or more Telephone Company central offices to provide Public Switched Network services to a number of station lines. A Private Switch can be a PBX or PABX.

Private Switch ALI Service Trunk - A Centralized Automatic Message Accounting (CAMA)-type trunk, dedicated to routing 911 calls from a PS to a Selective Router, to a Tandem, to a central office serving a PSAP or to a PSAP. The termination of this trunk is determined by the network configuration and PSAP terminating equipment. The Service Trunk is designed with the PS as an equivalent to an end office and transmits the voice and ANI of the 911 caller.

Private Switch End User (PSEU) - An individual authorized to use the telephone services of a private switch via a station line. Each station line is associated and identified with one individual.

Private Switch Provider (PSP) or PS Provider - A private entity that provides telephone service to end users via a private switch.

PS ALI Entry Interface Service - Establishes a telecommunications port accessible from the public switched network on the CENTURYTEL PS ALI Gateway to receive PSEU records from a third party private switch database service and processing those records in the same manner as for the CENTURYTEL PS ALI Entry software customer.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

PS 9-1-1 Site Administrator - Person assigned and authorized by the Private Switch (PS) Provider to act as an agent of the PS Provider with responsibility for managing the PS Provider's responsibilities within the scope of this terms of service. The Site Administrator is responsible for establishing the PS 9-1-1 Service, for maintaining the location information of the PS End Users and using the CENTURYTEL PS ALI ENTRY software to provide accurate PS End User ALI to the Company. This person will be given a password by the Company for access to the CENTURYTEL ALI ENTRY GATEWAY for the purpose of uploading the PS End Users ALI record information, specific to the site administrator's location.

PSAP – the Public Safety Answering Point, either primary or secondary, is the communications facility designated for a specific territory, to which 9-1-1 calls are routed for response.

Primary PSAP - A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies dispatched from that center or by transferring the call to a secondary PSAP for action. A primary PSAP must be operated on a 24-hour (seven-days-a-week) basis.

Secondary PSAP - A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those Emergency Response Agency services under its authority. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the primary PSAP is unable to answer the call.

Selective Router (SR) - Equipment located in the central office that has capability of routing incoming 9-1-1 calls to different PSAPs based on the callers' ANI and concentrating the number of incoming trunks to fewer outgoing trunks. This is an example of a Point of Concentration.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

2. Definition of Terms (Cont'd)

Selective Routing - A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services.

Sublocation Information - Information of originating station location (end user) in PS ALI applications.

Subscriber - A person or business that orders access line service from a telephone company.

Secondary Provider - A regulated telephone company that participates in offering 9-1-1 service under an agreement with the Host Provider.

Third Party Frame Relay Access Device (FRAD) Access - FRAD Access allows for retrieval of ALI Database Information for Wireless and Competitive Local Providers using a Third Party Database Provider over a Non-Call Associated Signaling (NCAS) solution. Connectivity is composed of two components, FRAD Access and Steerable ALI software.

All other defined terms used in this section, but not expressly defined herein shall have the meaning ascribed to such terms in the Definitions section of this document.

3. Conditions

a. 9-1-1 Service is restricted to one-way incoming emergency service only.

b. The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity). The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the 9-1-1 Customer's personnel to accept such calls on the 9-1-1 Customer's designated premises.

c. 9-1-1 Service is provided solely for the benefit of the 9-1-1 Customer; the provision of such service shall not be interpreted, construed, or regarded as being of the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

3. Conditions (Cont'd)

d. Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided for a period of time as negotiated between the Company and the 9-1-1 Customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.

e. 9-1-1 Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number. Only one 9-1-1 Service will be provided within any government agency's locality.

f. 9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.

g. Calls placed from all stations, including those with non-published or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a nonlisted or nonpublished service upon placing a 9-1-1 call.

h. The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number of a listed emergency number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.

i. The Company will not prorate any billing among agencies of the same governmental entity jointly subscribing to 9-1-1 Service.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

3. Conditions (Cont'd)

j. All nonregulated telecommunications service providers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in Company standard format to the 9-1-1 Customer for inclusion in the E9-1-1 database.

k. Information provided by the Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.

l. Charges for 9-1-1 Customer-initiated changes and rearrangements affecting service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.,) other than those processed in normal daily updates will be based upon the actual costs for such changes and rearrangements. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.

m. Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 Service. Because the addresses of these service providers' subscribers are not provided to the regulated telecommunications service providers, the 9-1-1 Customer must obtain them directly.

n. In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, etc., Default Routing will be utilized.

o. Frame Relay Access Device (FRAD) Service requires the third party record provider to furnish the 56k circuit.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

4. Customer Obligations

a. Application for 9-1-1 Service must be executed in writing by each 9-1-1 Customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the 9-1-1 Customer.

b. The 9-1-1 Customer is responsible for dispatching the appropriate emergency service within the 9-1-1 service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that 9-1-1 services are reasonably available.

c. The 9-1-1 Service applicant must submit to the Company written concurrence to the following terms and conditions by all participating agencies:

1) The 9-1-1 Customer shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering, and for the control and staffing of the Primary PSAP.

2) The Primary PSAP will answer all calls on a 24-hour, seven-days-a-week, basis.

3) Each Primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each Central Office to the Central Office serving the Primary PSAP must provide a minimum of a P.01 transmission grade of service or two trunks, whichever is the higher standard.

4) If a Selective Router is not used, each Primary PSAP must subscribe to at least two dedicated lines to each Secondary PSAP for the purpose of forwarding or transferring calls. The number of lines shall be no fewer than the number required to provide a P.01 transmission grade of service during that Secondary PSAP's average busy hour.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

4. Customer Obligations (Cont'd)

d. The 9-1-1 Customer shall promptly notify the Company in the event that any part of the system associated with the provision of 9-1-1 service is not functioning properly.

e. Because the Company serving boundaries and political subdivision boundaries may not coincide, the 9-1-1 Customer must make arrangements to handle all calls received on its 9-1-1 Service lines that originate from all points served by Central Offices within the 9-1-1 Service area whether or not the calling telephone is situated on property within the geographical boundaries of the 9-1-1 Customer's public safety jurisdiction.

f. 9-1-1 emergency telephone service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is Company proprietary and the 9-1-1 Customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company utilizing/purchasing Company information while acting as the Host Provider of 9-1-1 service to the 9-1-1 Customer which purchases Company services under this document must agree to abide by the terms and conditions which relate to the protection of the Company provided information. The 9-1-1 Customer of any connecting company utilizing/purchasing Company information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to:

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

4. Customer Obligations (Cont'd)

f. 9-1-1 emergency telephone service information consisting … (Cont'd)

1) All 9-1-1 Customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information.

2) The 9-1-1 Customer shall agree to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by an person arising out of or relating to the 9-1-1 Customer's unauthorized use of Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 Service.

g. Any terminal equipment used in connection with 9-1-1 Emergency Telephone Service shall be configured to restrict the 9-1-1 Customer from removing and/or changing the data provided by the Company.

h. Equipment, used in conjunction with any 9-1-1 emergency telephone service, located at the PSAP(s) may be provided by the Company or the 9-1-1 Customer subject to the approval by the Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the 9-1-1 Customer.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

5. Liability

a. The Company's entire liability to the 9-1-1 Customer or any person for interruption or failure of any aspect of 9-1-1 Service shall be limited by the terms set forth in this section, the Rules and Regulations section of this document, and in any sections of other tariffs which apply to the provision of 9-1-1 Service by the Company. This 9-1-1 Service is offered solely to assist the 9-1-1 Customer in providing 9-1-1 emergency service in conjunction with applicable fire, police, and other public safety agencies. By providing this 9-1-1 Service to the 9-1-1 Customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the 9-1-1 Customer.

b. The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any act or omission by the Company or any of their employees, directors, officers, contractors or agents in the design, development, installation, maintenance, or provision of any aspect of 9-1-1 Service other than Company acts or omissions constituting reckless, willful and wanton misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the rate for the service or facilities provided to the 9-1-1 Customer for the time such interruption to service or facilities continues, after notice by the 9-1-1 Customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the 9-1-1 Customer.

c. The 9-1-1 Customer shall indemnify and hold harmless the Company from any damages, claims, causes of action, or other injuries whether in contract, tort, or otherwise which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or 9-1-1 Customer or any of their employees, directors, officers, contractors or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with designing, developing, adopting, implementing, maintaining, or operating any aspect of the 9-1-1 Service or for releasing subscriber information, including nonpublished or unlisted information in connection with the provision of the 9-1-1 Service.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

5. Liability (Cont'd)

d. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of the 9-1-1 Service when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs or shared tenant services and calls originating over Centrex lines.

e. The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a PS Provider. At the rates set forth herein, the Company will integrate any records provided to it by the PS Provider in a Company-standard format for inclusion in a 9-1-1 ALI Database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a PS Provider and shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of this data by the PS Provider, which may be asserted by any person, business, government agency, or other entity against the Company.

f. The Company shall not be liable or responsible for any indirect, incidental, consequential, punitive, special, or exemplary damages associated with the provision of any aspect of 9-1-1 Service when there is a failure of or interruption in 9-1-1 Service due to the attachment of any equipment by a 9-1-1 Customer to Company facilities. The 9-1-1 Customer may, with the prior written consent of the Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment of other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments will degrade the 9-1-1 Service ordered by the 9-1-1 Customer, Company facilities or otherwise affect its telephone operations.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

A. General (Cont'd)

5. Liability (Cont'd)

g. The Company shall not be liable for any civil damages, whether in contract, tort, or otherwise, caused by an act or omission of the Company in the good faith release of information not in the public record, including nonpublished or nonlisted subscriber information to Emergency Response Agencies responding to calls placed to a 9-1-1 Service or Host Providers using such information to provide a 9-1-1 Service.

h. The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the 9-1-1 Customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the 9-1-1 Customer's service area. Neither the 9-1-1 Customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the 9-1-1 Customer's service area or for calls originating from voice over internet protocol, or mobile/cellular telephones.

i. The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of 9-1-1 Customer provided facilities or equipment.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service

1. B9-1-1 (Basic 9-1-1 Service)

a. B9-1-1 Service provides for routing all 9-1-1 calls originated by stations with given central office prefix codes to a single PSAP, which is prepared to receive those calls via a 9-1-1 Service line.

b. Interoffice 9-1-1 service is provided via dedicated trunking. 9-1-1 service from the central office serving the PSAP is provided over dedicated lines or trunks.

c. The following rate elements apply to a typical B9-1-1 arrangement:

1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line or dedicated 9-1-1 trunk.

2) 9-1-1 Network Service - Dedicated network facilities, used for voice or data, connecting the PSAP and its serving central office, and/or connecting a central office to another central office (intra or interexchange). Rates and charges apply to each facility ordered. A minimum of two trunks is required on each interoffice route.

d. Additional 9-1-1 Features, as described in this terms of service are available with 9-1-1 Service where conditions permit.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

2. C9-1-1 (ANI-Only 9-1-1 Service)

a. The following rate elements apply to a typical C9-1-1 arrangement:

1) 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 Service Line or dedicated 9-1-1 trunk. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 9-1-1 Service Line or dedicated 9-1-1 trunk.

2) 9-1-1 Network Service - Same as B9-1-1 Service.

b. C9-1-1 Service includes ANI Spill, which is the provision of the caller's telephone number to the PSAP. ANI Spill may not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, it will provide the identity of the primary telephone service billing or lead number.

c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unity with the C9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.

d. Selective Routing is available on an optional basis with C9-1-1 Service.

e. Additional 9-1-1 Features, as described in this terms of service, are available with C9-1-1 Service where conditions permit.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

3. E9-1-1 (Enhanced 9-1-1)

a. The following rate elements apply to a typical E9-1-1 arrangement:

1) 9-1-1 Central Office Enabling - Same as C9-1-1 Service.

2) 9-1-1 Network Service - Same as C9-1-1 Service.

3) Automatic Location Identification (ALI) Database - Recurring and non-recurring charges - An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per record charge is applicable to all records in each database. When the Company is not responsible for the system's ALI database, a per record charge will apply to all Company records provided to the ALI database manager. The 9-1-1 Customer is responsible for the following:

a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards which are consistent with the National Emergency Number Association (NENA).

b) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

3. E9-1-1 (Enhanced 9-1-1) (Cont'd)

a. The following rate elements apply to a typical E9-1-1 arrangement: (Cont'd)

4) Third Party Frame Relay Access Device (FRAD) Connectivity - This service provides access to a non-Company controlled database to retrieve information for a given call emergency assistance. Upon receipt of a call at the PSAP location, a request is forwarded through the ANI/ALI Controller that first queries a Company-controlled database for specific caller information via a full period data circuit. If the information is unavailable with the Company-controlled database, software "broadcasts" a request for data through a Frame Relay network to Third Party-controlled databases to retrieve the data. Third Party FRAD Connectivity is composed of the two below components.

a) FRAD Access establishes a Frame Relay connection at the Central Office as well as whatever data circuits are needed to gain access to the Frame Relay network provider. Data connectivity to the Third Party Frame Relay service is additional and must be coordinated by the 9-1-1 Customer requiring service. The Third Party record provider must provide the 56k circuit.

b) Steerable ALI Software is required for each Competitive Local Provider (CLP) or Wireless vendor or their agent for each Company-controlled database platform to which a Non-Call Associated Signaling (NCAS) connection is required. Steerable ALI is a Software product that provides a means of "broadcasting" a request for data across all active channels to retrieve the proper ANI/ALI information for a given request.

b. In the event that the 9-1-1 Customer requests to begin construction of an MSAG/ALI database prior to full application to C9-1-1 or E9-1-1 service, charges for ALI database construction and maintenance may apply from the beginning of construction.

c. The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the E9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, time and material charges will apply.

d. Selective Routing is available on an optional basis with E9-1-1 Service.

e. Optional 9-1-1 Features, as described in this terms of service, are available with E9-1-1 Service where conditions permit.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

4. Optional Services

a. Selective Routing

1) Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services. The 9-1-1 Customer is responsible for the following:

a) Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.

b) Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.

c) Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

a. Selective Routing (Cont'd)

2) The following rate elements apply to Selective Routing:

a) Database Administration - The per database charge to create and maintain the MSAG and ALI database structure.

b) Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Database rate elements include monthly rates and nonrecurring charges for each database and for each record within each database.

c) Class Marking - The hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

a. Selective Routing (Cont'd)

2) The following rate elements apply to Selective Routing:

d) Database Selective Routing - Rates and charges per access line to include hardware and software for selective routing equipment. Selective routing equipment provides routing assignment codes for 9-1-1 calls and routes those calls to the appropriate Public Safety Answering Point (PSAP). The charge is inclusive of the cost to update the selective router database, which contains telephone numbers matched to an Emergency Service Number (ESN).

Included in this rate element definition is an optional payment plan. The Company reserves the right to perform an annual true-up of access line counts.

e) Selective Routing Port Charges for Connecting Companies - A monthly recurring and one-time charge per trunk to establish the hardware connection on the Selective Routing Switch that provides connectivity for incoming 9-1-1 circuits to enable Local Exchange Carriers, Local Switch Providers and Private Switch Providers (e.g. PBX users, Shared Tenant Services, ALEC's and Wireless Service Providers) access to the emergency services network. A Selective Router Port Connection is required for each individual trunk circuit.

In addition to the standard connectivity charge, a Wireless Service Additive is an additional monthly charge specifically for software/firmware required only by Wireless Service Providers to provide for multiple 10-20 digit streams using a Call Associated Signaling (CAS) arrangement.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (ANR)

1) Alternate Network Routing service is offered to provide options to E9-1-1 systems in order to provide another route path from the caller to the PSAP. The choices involve establishing a path that is not in the dedicated 9-1-1 network, such as routing via the Public Switched Telephone Network (PSTN) or cellular radio or full-duplex radios such as microwaves. The components offered in this document include terminating telephone network equipment and cellular radio transceivers.

2) The Alternate Network Routing Service path is actuated upon a signal reporting that a dedicated 9-1-1 network path is not available to handle a call. Thus, the call may be alternate network routed upon loss of a dedicated 9-1-1 trunk, failure of an intermediate central office in the dedicated 9-1-1 network path to the PSAP, or network overload such as All Trunks Busy (ATB).

3) In order to reroute the 9-1-1 call through the Public Switched Telephone Network, Sender equipment is installed in a central office on the outgoing side of a 9-1-1 trunk and Receiver equipment is installed on the PSAP premises, or at an intermediate switching point. Multiple telephone numbers may be programmed in the Sender equipment in case the primary Receiver is not available. When the cellular path is used, a cellular transceiver is installed at each end (i.e., at the originating central office and at the PSAP) to connect to the Sender/Receiver Units.

4) Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment:

a) Without Monitoring -- The Sender Unit performs the functions of receiving the 9-1-1 call from the originating switch, storing the ANI, dialing the telephone number of the Receiver Unit to establish voice connection, and sending the caller's ANI to the Receiver Unit. The Receiver Unit will have an output connection to the network or the PSAP's E9-1-1 9-1-1 Customer premises equipment to record the call information and to be used to retrieve the associated Automatic Location Information (ALI).

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

4) Alternate Network Routing Service is offered with … (Cont'd)

b) With Monitoring -- Similar functions and terminal equipment are provided as in subparagraph a. above, but with the addition of sensors to monitor the outgoing trunk to detect signalling problems. Upon detecting a problem it will seize control of the 9-1-1 call and establish an alternate path, over the Public Switched Telephone Network or a cellular network, to complete delivery of the voice and associated ANI.

5) Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services listed above, to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. A pair of one or four channel cellular transceivers and a cellular license must be purchased with each channel activated. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

6) Description of Teltone Switched Access System

a) Trunk Dial Unit (TDU) - Equipment installed in a central office that will be actuated by the switch upon failure of 9-1-1 trunk to complete a call. Upon being actuated, the Unit will receive the 9-1-1 call and ANI, store the ANI, and dial (send) the telephone number of its corresponding Call Answer Unit (CAU) over the telecommunications path that has previously been programmed. The path may be the Public Switched Telephone Network or a cellular radio.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

6) Description of Teltone Switched Access System (Cont'd)

b) Call Answer Unit (CAU) - Equipment installed at a PSAP that will accept (receive) calls from a Trunk Dial Unit, including the ANI of the 9-1-1 callers and pass that voice and ANI to the E9-1-1 system's Customer premises equipment.

c) Call Transfer Unit (CTU) - Installed on the incoming trunk of a 9-1-1 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready.

Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware needed for installation of the system in the Company central office.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

4. Optional Services (Cont'd)

b. Alternate Network Routing (Cont'd)

7) Description of Cellular Phone Cell Services Equipment

a) 1M Transceiver - Single channel cellular unit used in the transmission of individual calls.

b) 4M Transceiver - Multi (four) channel cellular unit used in the transmission of simultaneous calls.

c) Cellular 3 dB Antenna - Standard indoor antenna used with the 1M or 4M units.

d) Cellular 12 dB Antenna - Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

8) Customer Obligation

a) The 9-1-1 Customer will need to subscribe to a business access line for each Sender Unit and business access line to each Receiver Unit, and will be responsible for all normal subscriber access line charges and toll calls billed to those circuits.

b) Where the 9-1-1 Customer selects to establish a cellular radio circuit as the alternate network routing path, the 9-1-1 Customer will be responsible for obtaining the cellular service and pay for all charges related to its use.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

B. Description of Service (Cont'd)

5. Additional Services

a. Additional 9-1-1 Features

1) A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:

a) Forced Disconnect - Enables the PSAP attendant to release a connection on a 9-1-1 call even if the calling party remains off-hook.

b) Called Party Hold - Enables the PSAP attendant to hold a 9-1-1 connection even if the calling party hangs up.

c) Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

C. Private Switch (PS) 9-1-1 Service

1. Description

a. Private Switch ALI Service (PS 9-1-1 Service) is a service offering, which enables either:

1) Automatic Number Identification (ANI) or

2) ANI and Automatic Location Identification (ALI) to be provided to a Public Safety Answering Point (PSAP) by 9-1-1 calls originating from Direct Inward Dial (DID) station lines assigned a Directory Number that is directly accessible to the Public Switched Network and served by a Private Switch.

Definitions of terms used with Private Switch ALI Service (PS 9-1-1 Service) are included with the definitions for Emergency Telephone Service.

2. Conditions

a. Availability of Options

1) The ANI-ONLY option is available if the 9-1-1 Customer has subscribed to ANI-ONLY (C9-1-1) service and has established dedicated routing from the central office serving the PS provider to a Point of Concentration or to the serving PSAP; and if the PS Provider:

a) Orders a block(s) of sequential Directory Numbers, from which PS End Users are assigned individual Directory Numbers.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

C. Private Switch (PS) 9-1-1 Service (Cont'd)

2. Conditions (Cont'd)

a. Availability of Options (Cont'd)

1) The ANI-ONLY option is available if the 9-1-1 Customer ,,, (Cont'd)

b) Orders two "PS 9-1-1 Service" trunks or that quantity necessary to provide P.01 Grade of Service, whichever is the higher standard, to connect the PS Provider's Private Switch to its serving central office; and

c) Has a Private Switch capable of forwarding the ANI of each PS End User's Directory Numbers to the 9-1-1 Service Trunk when either 9-1-1 or X-9-1-1 is dialed (where X is the access number for the public switched network).

2) The ANI and ALI option is available if the 9-1-1 Customer subscribes to Enhanced 9-1-1 service and meets the same condition in C.2.a.1), and the PS Provider uses the CENTURYTEL PS ALI ENTRY software to maintain and forward PS End User Directory Numbers and location information in the NENA Standard format to the Company, with updates as necessary to keep records current and responds to requests from the Company to make corrections to record errors by uploading the corrected records within one working day.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

C. Private Switch (PS) 9-1-1 Service (Cont'd)

2. Conditions (Cont'd)

b. Service provisioning is dependent upon the type and configuration of the 9-1-1 network that is in place for the service area.

1) Private Switch to serving Central Office: The basic requirement is to treat the Private Switch as if it were a Central Office, so that dedicated PS 9-1-1 Service trunks are required from the Private Switch to its serving Central Office. There must be a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The cost for this local loop connection is the responsibility of the PS Provider for each Private Switch owned or controlled by the PS Provider. The PS Provider is also responsible for monitoring the performance of the PS 9-1-1 Service Trunks, by conducting manual operational tests, from the Private Switch to the PSAP. Any PS 9-1-1 Service Trunks found to be defective shall be immediately reported to the Company.

In the case of Private Switch tandem or Private Switch host/remote networks, dedicated PS 9-1-1 Service trunks are required from the Private Switch network concentration point (tandem or host) to its servicing Central Office. The PS Provider is responsible for making sure that:

a) all phones that are connected to a PS Provider point of concentration are in the area served by the same E9-1-1 system to ensure correct routing, and

b) that tandeming cause no more than a four (4) second delay in completion of the 9-1-1 call.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

C. Private Switch (PS) 9-1-1 Service (Cont'd)

2. Conditions (Cont'd)

b. Service provisioning is dependent upon the type … (Cont'd)

1) Private Switch to serving Central Office … (Cont'd)

b. that tandeming cause no more than a four … (Cont'd)

2) Point of Concentration: The 9-1-1 Customer is required to order network facilities in order to provide a minimum of two E9-1-1 Service Trunks or that quantity which will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard, from the PS Provider's serving Central Office to the PSAP. This may be done via dedicated trunking from the PS to the PSAP, or it may be done via a Point of Concentration. Thus, there may arise a need to install an E9-1-1 Selective Router or Tandem in order to handle the traffic from numerous PS Providers. If so, the cost for this network modification is the responsibility of the 9-1-1 Customer.

3) Termination at the PSAP: If additional lines, trunks, or termination are required from the Point of Concentration to the PSAP to handle PS 9-1-1 Service, and/or if additional local loop connections or terminations are required at the PSAP end, regardless of whether there is a Point of Concentration or not, the cost of these additions is the responsibility of the 9-1-1 Customer.

c. The PS Provider for this service may be any PS Provider whose participation in the 9-1-1 system is accepted by the 9-1-1 Customer.

GENERAL EXCHANGE SERVICE
EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

C. Private Switch (PS) 9-1-1 Service (Cont'd)

3. Application for Service

a. Service application for this service must be in writing from the 9-1-1 Customer. Each application for service will state that the PS Provider is authorized to join the 9-1-1 System and will include the following information:

1) The business name and address of the PS Provider,

2) The name, address, and telephone number of the PS Provider's Site Administrator,

3) The PS Provider service locations by street address and connectivity arrangements to the Company's network, and

4) The blocks and ranges of in-use and on-reserve Directory Numbers assigned to the PS End User.

4. Customer Obligations

a. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the private switch provides full seven-digit ANI according to appropriate technical specifications. The private switch ANI function must be approved by the Company prior to implementation to ensure that the service will function properly. PS 9-1-1 Service will function properly only if ANI is in the proper format, if Directory Numbers are assigned for each station behind the PS, and if there is at least a pair of PS 9-1-1 Service Trunks to the central office, and if each station can be reached by dialing its Directory Number from the Public Switched Network.

b. The 9-1-1 Customer is responsible to ensure that the PS Provider meets the 9-1-1 Customer's standard of timeliness in reporting PS End User ALI updates to the company.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

C. Private Switch (PS) 9-1-1 Service (Cont'd)

4. Customer Obligations (Cont'd)

c. When the PS Provider's Site Administrator has established a PS End User ALI record for each Directory Number, this Site Administrator will contact the 9-1-1 Customer to determine the correct street address and community name location as has been defined in the 9-1-1 Customer's Master Street Address Guide (MSAG). This information will be entered into the PS Provider's PS End User ALI record data base for transmission to the Company.

d. The 9-1-1 Customer is responsible for informing the PS Provider's Site Administrator of the correct street address nomenclature and community name location as used in the MSAG, and of changes when they occur. The 9-1-1 Customer will ensure that all PS Provider PS End User street addresses are included in the MSAG and that each address is assigned an ESN and PSAP ID.

e. The PS Provider is responsible for forwarding PS End User ALI record information to the Company according to the format and procedures established by the Company in the Company's "CENTURYTEL PS ALI ENTRY Users Guide," which may be obtained from a Company Account Executive. The PS Provider will assign a PS 9-1-1 Site Administrator with responsibility for these tasks. The Company will assign a password to the Site Administrator so that only authorized changes will be made to the PS Provider's ALI database at the Company's CENTURYTEL ALI ENTRY GATEWAY.

f. The 9-1-1 Customer is responsible for coordinating with the PS Provider so that the Private Switch is equipped with a minimum of two PS 9-1-1 Service trunks or a quantity that will provide a minimum of P.01 Transmission Grade of Service, whichever is the higher standard. The 9-1-1 Customer is responsible for dedicated trunking from the PS Provider's serving central office to the PSAP or point of concentration.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

C. Private Switch (PS) 9-1-1 Service (Cont'd)

4. Customer Obligations (Cont'd)

g. Sublocation information: The PS Provider is responsible for assigning and maintaining current the Sublocation information in the PS End User ALI record. This Sublocation information will be stored in the 20-character Location Field in the ALI format.

h. PS 9-1-1 Service information consisting of the name, address and telephone number of the PS End Users is confidential. The PS End User forfeits the privacy afforded by nonlisted and nonpublished service to the extent that the telephone number, the address and name associated with the originating station location are furnished to the PSAP and to the Company. The PS End User (with published, nonlisted or nonpublished numbers) consents to the storage and retention of PS End User's name, telephone number and address in the database and also consents to access to this information by the PSAP and Emergency Response Agencies to which the call may be transferred for the sole purpose of responding to an emergency call.

i. The rates charged for PS 9-1-1 Service do not include, and the Company does not undertake, the tasks of inspection or constant monitoring to discover errors, defects and malfunctions in the service. The 9-1-1 Customer has the responsibility for reporting all known errors, defects and malfunctions to the Company. For example, if an attendant at the 9-1-1 Customer's PSAP learns from a 9-1-1 caller that the caller's address is not correct as is displayed in the ALI, that attendant must initiate action to notify the Company of the discrepancy. The 9-1-1 Customer and the Company will jointly establish procedures to facilitate this notification procedure.

j. Cancellation of the service in whole or in part by the PS Provider prior to establishment thereof, will require payment to the Company of an amount equal to the cost of engineering, manufacturer's billing resulting from equipment orders, installation, assembly, labor, cost of removal and any other costs incurred by the Company up to the time of cancellation resulting from the PS Provider's order for service.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

C. Private Switch (PS) 9-1-1 Service (Cont'd)

5. Liabilities

a. The Company's liability for interruption, failure, errors, acts, omissions or other occurrences related to PS 9-1-1 Service shall be limited to the same extent as set forth in this terms of service regarding 9-1-1 Service in any other applicable section of the Company's tariffs, and in statute.

b. PS 9-1-1 Service is provided solely for the benefit of the PS Provider. The provision of PS 9-1-1 Service shall not be interpreted, construed or regarded as being either expressly or implied for the benefit of, or creating any Company obligation toward any person or legal entity other than the PS Provider. The Company's tort liabilities, if any, to third parties shall be limited to instances in which the Company's conduct constitutes gross negligence or willful or wanton misconduct.

c. The PS Provider is solely responsible for the PS End user ALI Record that is transmitted to the database. Neither the Company nor the 9-1-1 Customer will be responsible for the accuracy of the PS End User's ALI Record information beyond assigning the correct ESN and PSAP ID from the MSAG, and in transmitting each record as received from the PS Provider to the PSAP attendant's display upon receipt of a 9-1-1 call from the PS End User.

d. Terminal equipment at the 9-1-1 Customer's sites that is used in connection with PS 9-1-1 Service, whether such equipment is provided by the Company or the 9-1-1 Customer, shall be configured so that it is unable to extract any information from the database other than as it relates to an emergency call. Any information obtained from the database in connection with an emergency call shall be used solely for the purpose of answering, handling and responding to emergency calls in a manner consistent with the nature of the emergency. Any permanent record associating a PS End User telephone number with his/her name or address shall be secured by the 9-1-1 Customer and disposed of in a manner that will retain the security.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

C. Private Switch (PS) 9-1-1 Service (Cont'd)

5. Liabilities (Cont'd)

e. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 Customer from any and all loss, claims, demands, suits or other action or any liability whatsoever, to any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the caller or others.

f. The PS Provider agrees to release, indemnify, defend and hold harmless the Company and the 9-1-1 Customer for any infringement or invasion of the right to privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 9-1-1 service features and the equipment associated therewith, or by any services furnished by the Company in connection therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the 9-1-1 Customer, its user, agencies or municipalities or the employees or agents of any one of them.

g. PS 9-1-1 Service will be designed by the Company to provide an equivalent level of service reliability and quality as local exchange telephone service in the exchange where 9-1-1 Systems are equipped with the features to provide PS 9-1-1 Service.

D. Rates and Charges

The following rates are applicable for PBX/ALI service:

	Nonrecurring Charge	Monthly Rate
Per 1000 DID Records assigned *	$3,185.00	$185.00

* The number of Records shall be rounded up to the nearest 1,000 to determine PBX/ALI Service rates.

GENERAL EXCHANGE SERVICE

EMERGENCY TELEPHONE SERVICE (9-1-1) (Cont'd)

D. Rates and Charges

1. Messages

a. The calling party is not charged for calls placed to 911 number.

b. Charges for messages transferred over exchange facilities from a primary PSAP to a secondary PSAP are billed according to rates applicable to business calls from the exchange or zone serving the PSAP initiating the transfer to the exchange or zone of the point of the transfer.

2. Automatic Number Identification

	Monthly Rate	Nonrecurring Charge
Per 1000 Access Lines Served (Rounded up to next 1,000)	$62.00	$580.00

3. Program Development Charges

These are charges applicable to the work and material necessary to design, develop, test and maintain any special programming required to support E911 Service, its billing and its data base management.

	Nonrecurring Charge
Per customer record *	$2.00

4. Quotation Preparation

The customer may request a quotation for all costs associated with the provision of the facilities needed to satisfy the customer's service requirements. All rates for services or facilities to be provided by the Telephone Company will be determined in accordance with the guidelines in this terms of service.

5. (9-1-1) rate elements not appearing in this local terms of service will be developed and filed on an individual case basis (ICB).

* In addition, Customer records provided on magnetic tapes will be charged at $200.00 per tape.

GENERAL EXCHANGE SERVICE

SUPPLEMENTAL EQUIOMENT SERVICES

Signaling Mileage

A. Rates

1. Mileage charges for signaling circuits between different premises of buildings are as stated elsewhere in this section of the document under Mileage Charges, off-premise extensions.

DEDICATED DIGITAL DATA SERVICE

A. General

Dedicated Digital Data Service provides a transmission path to connect customer designated premises directly through a telephone company's serving wire center.

A Digital Data Channel is a channel for duplex four-wire transmission of synchronous serial data at the rate of 2.4, 4.8, 9.6, 19.2 or 56.0 Kbps. The actual bit rate is a function of the channel interface selected by the customer. The Channel provides a synchronous service with timing provided by the Telephone Company through the Telephone Company's facilities to the customer in the received bit stream.

B. Regulations

1. In addition to the following, appropriate regulations established in other tariffs of the Company will apply to Dedicated Digital Data Service.

2. The minimum billing for this service is one month.

3. The provision of Dedicated Digital Data Service and any associated features are subject to the availability of central office and outside plant facilities.

4. As a result of any interface or technical change required of the Company due to FCC, the Company shall not be liable if changes in any of the equipment, operations or procedures of the Company utilized in the provision of Dedicated Digital Data Service, render any customer premises equipment provided by a customer obsolete or require modification or alteration of such equipment or systems or otherwise affect its use or performance.

5. The Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Dedicated Digital Data Service.

GENERAL EXCHANGE SERVICE

DEDICATED DIGITAL DATA SERVICE (Cont'd)

C. Rates

		Nonrecurring Charge	Monthly Rate
1.	Channel Termination * per termination		$52.00
2.	Channel Mileage * per airline mile **		9.00
3.	Installation, per circuit	$175.00	

* Additional Channel Termination charges, Channel Mileage charges and Installation charges will apply whenever a spare channel is configured as a leg to the customer designated premises.

** Additional Channel Mileage charges will apply when the transfer arrangement is not located in the customer designated premises serving wire center.

GENERAL EXCHANGE SERVICE

SWITCHED DATA SERVICES

A. General

1. Switched Data Service is a usage-sensitive, digital, central office switched services designed to provide access connectivity for data transport to users who do not require full time point-to-point dedicated services. This service provides for a connection capable of up to 64 Kbps digital transmission between the subscriber location and a suitably equipped end office via two wire subscriber speeds from 300 bps through 19.2 kbps and synchronous data access at speeds from 1200 bps through 64 kbps. The availability of all data transmission speeds up to 64 depends on the technical limitations of the network and serving central office.

2. This service permits direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received through direct dialing into the Switched Data Service access lines.

3. This service is not provided for the transmission of voice communications. Use of the service is limited to the transmission of data through digital signals.

B. Regulations

1. Switched Data Service is provided subject to the availability of properly equipped facilities and central offices.

2. The Company is under no obligation to provide Switched Data Service access at a distance from the office that exceeds the technical limitations of the service.

3. The Company shall not be responsible if changes in any of its equipment, operations or procedures utilized in the provision of Switched Data Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. In such instance and when known in advance, the Company will notify customers of such changes.

4. The Telephone Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Switched Data Service.

5. Switched Data Service is not available for resale of service.

6. Switched Data Service is offered on a tone signaling basis only.

7 Vacation Number Reservation is not available for Switched Data Service.

8. The minimum billing period for Switched Data Service is one month.

9. Charges for Switched Data Service do not include equipment or other facilities which may be required at the customer premise and which must be compatible with company facilities.

GENERAL EXCHANGE SERVICE

SWITCHED DATA SERVICES (Cont'd)

C. Rates and Charges

1. Service Connection Charges

In addition to the Line Connection Charge found below, a Service Order Charge as specified in SECTION 4 of this document applies

Line Connection Charge	$50.00

2. Monthly Rates

Switched Data Line	$45.00

Local Usage
per minute

month-to-month	$0.0362
1 Year Contract	0.03
2 Year Contract	0.02
3 Year Contract	0.015

3. Toll calls placed by the Switched Data Service line will be billed the appropriate message telecommunication service charges.

GENERAL EXCHANGE SERVICE

HIGH CAPACITY SERVICE

A. General

High Capacity consists of Two-Point digital channels and equipment which provides for simultaneous two-way isochronous transmission at a speed of 1.544 Megabits per second (Mbps). High Capacity Service may be used to connect:

1. two customer premises

2. a customer premises and the central office

B. Regulations

1. The regulations specified herein are in addition to the applicable regulations specified in this and other tariffs of this Company.

2. Termination charges

a. When service is terminated by the customer, or by the telephone company for any reason for which it may terminate such service under the provisions of this terms of service , prior to the expiration of the initial contract period, the following termination charges apply in addition to all charges due for the service which has been furnished.

1) Contract Period of One Month

In the case of services for which the initial contract period is one month, the termination charges will be charged due for the unexpired portion of a twelve month period.

2) Availability of Service

a) High Capacity Service can only be provided from central offices equipped for appropriate digital transmission.

GENERAL EXCHANGE SERVICE

HIGH CAPACITY SERVICE (Cont'd)

B. Regulations (Cont'd)

2. Termination Charges (Cont'd)

a. When service is terminated by the customer, or by the telephone … (Cont'd)

2) Availability of Service (Cont'd)

b) High Capacity Service is available on channels confined to the same building or continuous property on a cost incurred basis.

3) Provision of Service

a) High Capacity Service is available only on a two-point basis.

b) Performance criteria

1) High Capacity Service is designed to provide an average performance of at lease 95% error-free seconds of transmission measured over a continuous 24 hour period.

4) Customer Signal Parameters

All signals generated by customer terminal equipment must meet the signal and format constraints described in Bell System Technical Reference Publication 43801 dated November, 1982, bell System Technical Reference Publication 41451 dated January, 1983 and in Bell System Technical Reference Publication 62411 dated September, 1983.

C. Service Functions

1. Channelization

a. Channelization equipment will be provided by the Telephone Company at the central office. If the customer wants the channelization equipment located on his premises, the equipment must be provided by the customer.

b. The Telephone Company will provide channelization equipment at the central office when the customer desires two-point premises to central office or central office to central office services.

GENERAL EXCHANGE SERVICE

HIGH CAPACITY SERVICE (Cont'd)

C. Service Functions (Cont'd)

1. Channelization (Cont'd)

c. Telephone Company provided central office channelization equipment provides service for up to 24 voice grade channels.

2. Channel Plug-Ins

One channel plug-in is required for each channel termination in the channelization equipment.

D. Rates and Charges

The following rates and charges apply for High Capacity Service in addition to the rates and charges for any associated service(s).

1. Channel Termination
Per Termination

	Nonrecurring Charge
	$361.00

Monthly Rate	One Year Contract	Two Year Contract	Three Year Contract
$192.08	$182.50	$172.80	$163.30

2. Channel Mileage Facility
Per Mile

Monthly Rate	One Year Contract	Two Year Contract	Three Year Contract
$28.15	$26.80	$25.40	$23.90

3. Optional Multiplexing, Per Arrangement

a. DS1 to Voice $317.99
b. DS1 to DSO $551.32

GENERAL EXCHANGE SERVICE

SUPPLEMENTAL EQUIPTEMENT & SERVICES

Specialized Types Of Equipment

Specialized types of equipment not covered elsewhere in this local terms of service, when required by the customer, will be provided based on the cost of equipment, plus 20% for overhead. Monthly rates will be determined by dividing the total costs by 18 months. Installation charges will be based on actual costs. These charges will be in addition to the class and grade of service furnished and any applicable multi element charges.

GENERAL EXCHANGE SERVICE

N11 ABBREVIATED DIALING CODES

A. Description

1. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. For N11 codes, the first digit can be any digit other than 1 or 0 and the last two digits are both 1.

2. The following N11 abbreviated dialing codes were assigned for specific uses by FCC Decision Nos. 97-51 and 00-256, issued in CC Docket 92-105:

211 – Community Information and Referral Services

311 – Non-Emergency Governmental Services

511 - Traffic and Transportation Information

711 – Telecommunications Relay Service

811 – One-Call Notification Systems

B. Terms and Conditions

1. The offering of these abbreviated dialing codes can be delivered via regular exchange access lines (by individual business line, residential line, PBX trunks, etc.)

2. Access to these abbreviated dialing codes is not available through the following dialing arrangements:

1+
0+, 0- (credit card, third-party billing, collect calls)
101XXXX

Operator assisted calls will not be completed.

GENERAL EXCHANGE SERVICE

N11 ABBREVIATED DIALING CODES (Cont'd)

B. Terms and Conditions (Cont'd)

3. The company will provide only the delivery of the calls. The entity that has been granted authorization to use the N11 abbreviated dialing code will be responsible for providing any announcements and services to the callers.

4. Directory listings may be provided for N11 services under the terms, conditions, and rates specified in Section II of this document.

5. The N11 subscriber is restricted from selling or transferring the N11 code to an unaffiliated entity, either directly or indirectly.

6. Calls to the N11 code that translate to a disconnected number will be routed to intercept for a maximum of 60 days when the N11 provider is a Company subscriber.

7. Disputes regarding geographic coverage by two or more N11 subscribers will be referred to the Mississippi Public Service Commission.

8. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to-point number.

9. The N11 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach referral services provided by dialing N11.

GENERAL EXCHANGE SERVICE

N11 ABBREVIATED DIALING CODES (Cont'd)

B. Terms and Conditions (Cont'd)

10. N11 will be provided under the following conditions:

a. The N11 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to adequately handle calls to N11 without impairing the Company's general telephone service or telephone plant.

b. The N11 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

c. The N11 subscriber will be liable for, and will indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.

d. Suspension of N11 Service is not allowed.

e. The N11 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N11. If requested by the Company, the N11 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's N11 service.

GENERAL EXCHANGE SERVICE

N11 ABBREVIATED DIALING CODES (Cont'd)

B. Terms and Conditions (Cont'd)

10. N11 will be provided under the following conditions: (Cont'd)

f. The Company will provide both oral and written notification when a N11 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of N11. The Company reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Company may take protective measures when the N11 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

11. The following conditions apply if the N11 subscriber provides a pre-recorded announcement:

a. The N11 subscriber will provide the announcements. The Company will provide only delivery of the call.

b. The provision of access to the N11 network by the Company for the transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.

c. The N11 subscriber assumes all financial responsibility for all costs involved in providing announcements or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

d. The N11 subscriber assumes all financial responsibility, according to other specific rates and charges, for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

GENERAL EXCHANGE SERVICE

N11 ABBREVIATED DIALING CODES (Cont'd)

B. Terms and Conditions (Cont'd)

12. The Company may take all legal and practical steps to disassociate itself from N11 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

13. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties in Company facilities and equipment or on equipment owned or leased by the subscriber.

14. The Company, its employees, or its agents are not liable to any person for civil damages resulting from or caused by any act or omission in development, design, installation, operation, maintenance, performance or provision of N11 service, except for willful or wanton misconduct.

C. Rates

	Nonrecurring Charge
Initial Setup, Per Host Switch and/or Stand Alone Switch	$300.00
Subsequent Changes Per Host Switch and/or Stand Alone Switch	50.00

GENERAL EXCHANGE SERVICE

FOREIGN EXCHANGE

A. General

1. Foreign central office service is exchange service furnished to a subscriber in a multi-office exchange, from a central office other than one from which service would normally be furnished. Foreign exchange service is an exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.

2. Foreign central office service and foreign exchange service are not in accord with the general plan of furnishing telephone service and such service is furnished only under special conditions where warranted by the circumstances involved and provided facilities are available.

3. Foreign central office or foreign exchange service is available in connection with individual line main station service and private branch exchange service only.

4. Miscellaneous equipment, other services or equipment or facilities used in connection with foreign central office or foreign exchange service, are furnished subject to the rates and regulations applying in the foreign central office or foreign exchange from which the subscriber is served.

GENERAL EXCHANGE SERVICE

FOREIGN EXCHANGE (Cont'd)

B. Foreign Central Office Service

1. The rate for foreign central office service is the monthly rate for the class of service desired, plus a foreign central office charge for mileage. Charges for mileage are computed per quarter-mile or fraction thereof, which the subscriber would normally be served and the foreign central office, i. e., the central office from which the subscriber desires to be served and charged monthly. This mileage charge is based on rates approved by the extra exchange line mileage charges which would apply for connection with the central office from which service would normally be rendered.

C. Foreign Exchange Service

1. Except in the case of tie lines and individual private branch exchange stations, the rate for foreign exchange service is the monthly rate for individual line main station service, private branch exchange trunk lines, or private branch exchange systems applicable within the base rate area of the serving foreign exchange, plus mileage charges as follows for each circuit:

(a) Where the applicant for foreign exchange service is so located that it would be more economical to the telephone company to provide the foreign exchange to the applicant's location by the extension or utilization of existing plant:

(1) For the distance from the applicant's location to the central office in the foreign exchange area from which service is to be furnished a mileage charge per quarter mile of fraction thereof, route measurements, will apply per month. This mileage charge is based on rates approved by the Commission for South Central Bell.

(b) Where the applicant for foreign exchange service is so located that it is not economical for the Telephone Company to provided the foreign exchange service direct from the foreign exchange to the applicant's location by the extension or utilization of existing plant:

GENERAL EXCHANGE SERVICE

FOREIGN EXCHANGE (Cont'd)

C. Foreign Exchange Service (Cont'd)

1. For the distance between the central office from which the subscriber normally would be served and the central office in the foreign exchange area from which service is to be furnished, a mileage charge per quarter mile or fraction thereof, will apply per month. This mileage charge is based on rates approved by the Commission for South Central Bell.

2. In case the subscriber is located outside the base rate area served by the exchange, extra exchange line mileage charges as set out in "mileage charges" section of this document will apply in addition to the foreign exchange mileage charge.

3. For tie lines connecting switchboards in different exchange areas, mileage charges apply as follows for each circuit:

   a. A mileage charge per quarter mile or fraction thereof for the distance between the switchboards per month. This interexchange mileage charge is based on rates approved by the Commission for South Central Bell. Local mileage will be per the approved Local Exchange Circuit Rental mileage charges in this section of the document.

4. The charge for individual private branch exchange stations located in the area of a foreign exchange is the monthly rate applicable for the other private branch exchange stations connected to the same private branch switchboards, plus mileage charges as follows for each circuit.

   a. For the distance from the station location to the private branch exchange switchboard a mileage charge same as 2.a. above shall apply.

5. New construction is provided in accordance with the regulations given in the "Service Extension Policy**/Construction Charges**" section.

GENERAL EXCHANGE SERVICE

FOREIGN EXCHANGE (Cont'd)

C. Foreign Exchange Service (Cont'd)

6. Foreign Exchange service is furnished subject to the same restrictions as to the use of the service by others than the subscriber and his representations, as apply in connection with other classes of service.

7. Subscribers to foreign exchange service are required to contract for service in the exchange from which they would normally be served.

8. The local area and toll rates to main stations or private branch exchange systems connected for foreign exchange service are the same as regularly apply to stations located in the foreign exchange area. Charges, if any, for messages to foreign exchange main stations or private branch exchange systems are the established rates for message to stations located in the foreign exchange area.

GENERAL EXCHANGE SERVICE

OPTIONAL CALLING PLAN

A. Optional Calling Plan – Extended Community Calling Plan

This plan is optional and will apply only to direct calls from Memphis and Hernando to Olive Branch, and billed to the Olive Branch subscriber.

1. The Optional Calling Plan will be based on an hourly rate, with a minimum time of one hour calling monthly. After the initial one hour period, time will be charged for in six (6) minute segments. A minimum time of one minute will be charged for each call.

2. Rates

Residence	$3.15
Each additional 1/10 hour	$0.31
Business	$3.55
Each additional 1/10 hour	$0.35

B. Circle Calling Plan

The Intrastate Circle Calling Plan offered by Bell may be provided at the Intrastate rates filed with the Commission by South Central Bell.

GENERAL EXCHANGE SERVICE

OPTIONAL CALLING PLAN (Cont'd)

A. Optional Calling Plan – Extended Community Calling Plan

This plan is optional and will apply only to direct dialed calls from Memphis to Byhalia, and billed to the Byhalia subscriber.

1. The Optional Calling Plan will be based on an hourly rate, with a minimum time of one hour calling monthly. After the initial one hour period, time will be charged for in six (6) minute segments. A minimum time of one minute will be charged for each call.

2. Rates

Residence	$3.15
Each additional 1/10 hour	$0.31
Business	$3.55
Each additional 1/10 hour	$0.35

B. Circle Calling Plan

The Intrastate Circle Calling Plan offered by Bell may be provided at the Intrastate rates filed with the Commission by South Central Bell.

GENERAL EXCHANGE SERVICE

COMMUNITY CALLING SERVICE (CCS)

A. General

1. Community Calling Service provides measured service at the rates and terms contained herein for all calls from stations located in the exchanges of Olive Branch, Byhalia and Chulahoma to stations located in the Memphis Metro Exchange Area and Desoto County as listed in Section C below.

2. Community Calling Service is applicable only on 7-digit or 1+ direct dialed, sent paid messages originating in the Olive Branch, Byhalia and Chulahoma exchange area, and terminating in the exchange listed in Section C.

B. Conditions

1. The provision of Community Calling Service is subject to the availability of facilities as determined by the Company.

2. Community Calling Service is measured and billed on a usage sensitive basis, subject to a monthly cap.

3. Usage time for Community Calling Service is accumulated by completed calls in minutes with any fraction counting as one minute. Minimum connection time applicable is one month.

4. At the Company's discretion, usage time for any given billing month will be accumulated based when usage data for calls are available for computer processing rather than the date the calls were made.

5. Community Calling Service is not subject to concessions or suspension of service rates.

6. Itemization of calls made under the Community Calling Service is not furnished; only a summary of total minutes of use as necessary for billing is provided.

7. Calls placed within the designated calling areas that are not 7-digit or 1+ direct dialed are not included in the plan and are charged at the established long distance and operator surcharge rates as specified under the Long Distance MTS Tariff of the Company.

8. All calls placed outside the designated calling areas listed in Section C are not included in Community Calling Service and are charged according to applicable Long Distance Tariffs.

9. Seven digit dialing capability for Community Calling Service will be subject to the availability of facilities. Where such capability is not available. Community Calling Service will be offered on a 1+ dialing basis.

GENERAL EXCHANGE SERVICE

COMMUNITY CALLING SERVICE (CCS) (Cont'd)

C. Community Calling Service Area

The rates in Section D apply to all sent paid calls originating in the exchange of Olive Branch, Byhalia and Chulahoma and terminating in the following wire centers:

Wire Center	CLLI Code
Memphis Main	MMPHTNMA
Midtown	MMPHTNMT
Chickasaw	MMPHTNCT
Cherokee	MMPHTNCK
Frayser	MMPHTNFR
Bartlett	MMPHTNBA/MMPHTNBM
Southside	MMPHTNST
Eastland	MMPHTNEL
Westwood	MMPHTNWW
Southland	MMPHTNSL
Southwind	MMPHTNSW
Oakville	MMPHTNOA
Germantown	MMPHTNGT
Collierville	CRVLTNMA
Mount Pleasant	CRVLTNMA
Hernando	HRNNMSDS
Humphreys	MMPHTNHP

D. Rates

1. The following rates apply to 7-digit and 1+ direct dial sent paid messages terminating outside the Local Calling Area, but within the Community Calling area described in Section C.

2 A monthly usage charge cap shall be applied on each customer account per customer location. Customer location is a customer's premises or contiguous premises interconnected with the local network through a common service drop or distribution cable, and billed to a single customer account. Community Calling Service may not be shared by subscribers, and may not be resold, unless provided under the arrangement of Shared Tenant Service.

GENERAL EXCHANGE SERVICE

COMMUNITY CALLING SERVICE (CCS) (Cont'd)

D. Rates (Cont'd)

2. A monthly usage charge cap shall be applied on each customer … (Cont'd)

a. Exchanges of Olive Branch and Byhalia

Usage charges for all CCS calls shall not exceed $**00.00** per month for residence and business account.

1) CCS Usage Charges — Usage Rate

First Minute	$**0.00**
Each Additional Minute (or fraction thereof)	**0.00**

2) CCS Monthly Cap on Usage Charges:

Residence	$**00.00** per month, per account
Business	$**00.00** per month, per account

b. Exchange of Chulahoma
Usage charges for all CCS calls shall not exceed $**00.00** per month for residence and business account.

1) CCS Usage Charges — Usage Rate

First Minute	$**0.00**
Each Additional Minute (or fraction thereof)	$**0.00**

2) CCS Monthly Cap on Usage Charges:

Residence	$**00.00** per month, per account
Business	$**00.00** per month, per account

GENERAL EXCHANGE SERVICE

REVERSE BILLING OPTION

A. General

Effective March 21, 1990, the Reverse Billing Option is an optional local exchange service that provides for usage charges. This service is available in the Olive Branch and Byhalia exchanges and applies to calls placed from the Memphis, Tennessee calling area to Olive Branch and Byhalia. Memphis telephone numbers are provided by South Central Bell Telephone Company (SCBT) to subscribers of Reverse Billing Option. This option is not available to Shared Tenant Service or customer-provided public telephone subscribers and semi-public or public coin telephones.

B. Rates and Charges

1. The following charges are in addition to all local service charges, Extended Community Calling (ECC) rates, Community Calling Service (CCS) rates, and any other applicable service order charges.

	Installation Charge	Monthly Rate
Rate, per line		
a. Residence	$12.50	$16.00
b. Business	$12.50	$16.00

2. The following usage charges are for calls originating in the Memphis calling area and terminating in Olive Branch and Byhalia and are in addition to any other local usage charges billed in connection with Community Calling Service or Extended Community Calling. Usage charges in connection with the Reverse Billing Option will not exceed $25.00 per line per month.

Usage Charge

	Rate Per Minute Of Use
Per Minute	$0.05

GENERAL EXCHANGE SERVICE

KEY EQUIPMENT SERVICE

Rates

Business Individual Line rates or Rotary Line rates, as provided under the Local Terms of Service, applicable to the exchange from which service is rendered.

Service Connection Charges apply as specified in Section II.

Conditions

1. Key Equipment Service may be furnished in connection with but non limited to one or more business or residence individual lines or PBX lines in the manner and at the rates set forth above.

2. Commercial power, power outlets or conduit required in the installation/operation of key equipment on the customer's premises will be provided by the customer at his expense.

3. All operations at the customer's premises will be performed at the expense of the customer, and will conform to the operating practices and procedures specified by the Company to maintain proper standards of services.

GENERAL EXCHANGE SERVICE

RESIDENCE CUSTOMER REFERRAL PROGRAM

A. Terms and Conditions

1. Existing residence customers may be eligible for a one-time $50 bill credit when they submit a referral via the Company's Internet website that results in the establishment of a new customer account for service that includes residential local exchange service. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, this one-time $50 bill credit will be applied to the referring customer's account within sixty days. This bill credit is limited to one bill credit per customer referral and unused credits will roll over to future months. Each customer is limited to a maximum of $600 in referral credits per calendar year.

2. New residence customers may be eligible for a $10 bill credit for six consecutive months. To be eligible, referred customers must establish a new customer account for service that includes residential local exchange service, and provide the Company with the billing account number of the Company's existing referring customer who generated the on-line referral under this program. Once confirmed, the $10 bill credits will be applied to the referred customer's account during each of the referred customer's first six bill cycles with the Company. If the referred customer discontinues the local exchange service prior to the end of the six month period, no additional credits will be applied although the referred customer will not be required to refund the Company for previously acquired bill credits.

GENERAL EXCHANGE SERVICE

PRIVATE BRANCH EXCHANGE SERVICE

A. General

A Private Branch Exchange (PBX) is an arrangement of equipment consisting of a switchboard, either dial or manual, and stations connected with the switchboard which are arranged for intercommunication between the stations and which may be connected with a central office for communication with the general exchange systems for local and toll telephone service.

Rates and charges for connected lines are applied on the basis of the line capacity of the system and include the charges for all connectors, selectors, ringing and power equipment for the operations of the system based upon local and intercommunicating trunking requirements.

B. Rates

1. Trunks are as stated in the Local Terms of Service.

2. Installation or Move Charges apply per line as specified in Section 2.

GENERAL EXCHANGE SERVICE

VACATION NUMBER RESERVATION

A. General

Vacation Number Reservation provides for temporary suspension of service at customer request for a period of not less than one (1) month and not to exceed nine (9) months in a twelve (12) month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer's account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one (1) month's charge for full service before the service can again be put on Vacation Number Reservation.

B. Conditions

1. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.

2. If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.

3. There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

C. Rates

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.

GENERAL EXCHANGE SERVICE

JOINT USER SERVICE

1. In general, exchange service is furnished for the exclusive use of the subscriber, his representatives, employees, and members of the subscriber's family, including those by marriage and other persons residing in the subscriber's house who are recognized as a part of the subscriber's domestic establishment. A joint user, therefore, may be defined as a person, firm or corporation, whose use of a subscriber's service is not contemplated under the terms of a subscriber's contract, but who, subject to the consent of the subscriber and to the rules and regulations specified in this terms of service, is privileged to use the subscriber's service. To facilitate this use of the service, each joint user is allowed one listing in the alphabetical section of the directory without charge.

2. The subscriber allowing joint user rights of his service is responsible for the joint user rental and toll charges and will be billed for same.

3. A joint user must be located in the subscriber's premises or in the same office or suite of offices as the subscriber.

4. Extension stations, additional listings and miscellaneous equipment are furnished, with the consent of the subscriber, for the use of the joint user, at regular rates.

5. Charges for joint user services are automatically discounted upon termination of the main contract for service.

6. Rates:

   Joint use of a subscriber's service and one listing in the alphabetical section of the directory are furnished at the following monthly rates:

Business	50% of Business Rate
Residence	50% of Residential Rate

GENERAL EXCHANGE SERVICE

TELECOMMUNICATIONS SERVICE PRIORITY

Description of the Service

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Exchange Service, and Private Line Service and Channels, and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for TSP service by the Telephone Company.

Obtaining TSP System Service

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for TSP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

Provisioning Priority

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for TSP, the customer may elect to invoke National Security Emergency Preparedness (NSEP) Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 and 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Telephone Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

GENERAL EXCHANGE SERVICE

TELECOMMUNICATIONS SERVICE PRIORITY (Cont'd)

Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Telephone Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Telephone Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

Obligations of the Customer

In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.

The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer is allowed to order TSP System service.

All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment. In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the National Security Emergency Preparedness (NSEP) service.

When a customer invokes TSP Treatment, the Telephone Company will attempt to notify the customer of expected charges. However, the customer when invoking TSP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Telephone Company the right to quote and bill charges after the provisioning of the service.

During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.

The customer must request and justify revalidation of all priority level assignments at least every two years as required by the TSP Program Office.

GENERAL EXCHANGE SERVICE

TELECOMMUNICATIONS SERVICE PRIORITY (Cont'd)

Obligations of the Customer (Cont'd)

Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated May 5, 2000 prescribes specific conditions which warrant TSP Treatment and related procedures.

Obligations of the Telephone Company

The Telephone Company will allocate resources to ensure best efforts to provide National Security Emergency Preparedness (NSEP) services by the time required.

The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:

- Restore TSP services assigned restoration priority 1
- Provision TSP services assigned restoration priority E
- Restore TSP services assigned restoration priority 2, 3, 4 or 5 and
- Provision TSP services assigned provisioning priority 1, 2, 3, 4 or 5.

The Telephone Company will work cooperatively with other providers of TSP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.

Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (TSP) Service Vendor Handbook" dated December 10, 2000.

Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for services offered under this document which operate in conjunction with the TSP System.

Establishment of TSP System Service

The establishment of TSP System service charge is a nonrecurring charge (NRC) which applies when an access line and/or circuit is ordered. If both (provisioning and restoration) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels. There is no charge to remove a TSP assignment.

	Nonrecurring Charge
Per Access Line/Circuit	$15.00

GENERAL EXCHANGE SERVICE

TELECOMMUNICATIONS SERVICE PRIORITY (Cont'd)

Rates and Charges (Cont'd)

Provisioning Priority

There are two basic levels of priority provisioning, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

(1) Emergency Provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The Telephone Company will adjust its available resources to meet the customer's requested due date.

Restoration Priority

Restoration Priority is a monthly rate per access line and/or circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies for all restoration circuits or lines.

	Monthly Rate
Per Access Line/Circuit	$5.00

GENERAL EXCHANGE SERVICE

SATISFACTION GUARANTEE PROGRAM

A. General

1. A Satisfaction Guarantee Program is available to business customers who subscribe to any of the following qualifying services:

Individual Business Line	Key Trunk
PBX Trunk	Centrex

2. When business customers notify the Telephone Company within thirty (30) days after installation of a qualifying service(s) that they are not satisfied with their service(s) and subsequently request disconnection of that service(s), they are eligible to receive a full credit of all nonrecurring charges directly associated with the establishment of the qualifying service(s) and the monthly charges billed for the service(s) through the date of disconnection.

3. To receive credit, the customer must submit a cancellation notice to the Telephone Company via a web based on-line form within thirty days of the service installation date and at least 5 days before the Telephone Company receives a disconnection request from the customer or the customer's new service provider.

4. When the last day of the thirty-day period falls on a weekend or legal holiday, the customer must submit the web-based cancellation notice no later than the first business day following the weekend or legal holiday, to be eligible for credit.

5. Customers who request disconnection under this program will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection of the service(s).

6. Reimbursements will be issued in the form of a bill credit or check. The customer is responsible for payment of all invoices issued prior to the date of disconnection and for payment of the final invoice rendered by the Telephone Company.

B. Limitations

1. This program is not available to customers who cancel service(s) and replace the service(s) with another service provided by the Telephone Company. This program also is not available to customers for whom installation of the Telephone Company's services required special construction or special configurations.

2. If the customer who cancels the service(s) provided by the Telephone Company obtains service from a local service provider, the Telephone Company will not reimburse the customer for any installation charges passed on by that provider to establish service.

GENERAL EXCHANGE SERVICE

COMPETITIVE RESPONSE PROGRAMS

A. $5/$10 BILL CREDIT OFFER

Existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a $5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a $5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines.

Eligible customers who are subscribed to any bundled service will receive a $10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a $10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this program. The benefits awarded under this program may not be combined with the benefits of other currently available programs or promotions.

If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

GENERAL EXCHANGE SERVICE

TOLL LIMITATION

A. Toll Restriction

1. General

a. Toll Restriction Service provides the means to deny station users access to the Long Distance Network as well as operator services, for all purposes, including emergency calls and Directory Assistance.

b. Toll Restriction may be provided on an individual-line or PBX-trunk basis from central offices equipped to provide such service and where facilities permit.

c. Toll Restriction does not provide restriction of calls to Public Emergency Services (911).

d. It is the responsibility of the subscriber to notify all users of their service that an operator cannot be reached. Subscribing to Toll Restriction Service does not relieve customers of responsibility for calls charged to their numbers by means of Third Number Billing or Collect Calls.

e. The customer indemnifies and saves harmless the Telephone Company from any and all claims, losses or damages caused by this denial, including the inability of station users to access the operator for any purpose.

2. Rates

a. This rate is in addition to the established monthly and non-recurring charges applicable to services and equipment associated with Toll Restriction Service.

	Monthly Rate
Toll Restriction, per line or trunk *	$1.50

B. Toll Control

1. General

a. Toll Control is a service which allows a customer to limit the toll charges incurred during a billing period to a preset amount. The Company shall not be liable for any and all claims for loss or damages caused by a customer subscribing to this feature. This feature was not technically feasible as of the date it was added to the local terms of service, but was added so that it could be offered when it does become available.

b. This feature will only be offered to low income customers at no charge when it becomes available.

* Toll Restriction is available to Lifeline applicants free of charge.

GENERAL EXCHANGE SERVICE

CUSTOM CALLING SERVICES

A. General

1. Call Waiting
Provides the user, busy on a call, with a private signal, which alerts him to an unanswered call waiting to be completed to his number. The user may, then hold the existing call, answer the incoming call and alternately talk on both calls until one has been terminated.

2. Call Forwarding
Provides for transferring incoming calls to another telephone number by dialing a code and the telephone number of the service to which calls are to be transferred. Satisfactory transmission levels cannot be assured on calls forwarded outside of the local calling area.

3. Three-Way Calling
Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Two toll points may be connected on a Three-Way Calling. Normal transmission performance cannot be assured on all calls.

4. Speed Call
Provides for the calling of a 7- or 10-digit telephone number by dialing an abbreviated code. The arrangements available have a number capacity of eight (8) or thirty (30) codes.

5. Direct Line
Provides direct routing of a call to a predetermined telephone number without dialing. In addition, the direct line delay feature allows normal telephone services. The line is programmed to automatically route a call to a predetermined number when the station is off-hook for a specified time period. When the time delay is complete the programmed number is processed. If a number is dialed during the timing period the programmed number is canceled and the dialed number is processed.

6. Personal Ringing
Enables a customer to add up to three additional directory numbers to the same telephone line. With each of the numbers on the line having a coded ringing arrangement, whom the call is for can be determined.

GENERAL EXCHANGE SERVICE

CUSTOM CALLING SERVICES (Cont'd)

A. General (Cont'd)

7. Call Forward Remote Activation
Allows activation and deactivation of Call Forwarding from another telephone served by the same central office. The remote activation feature charge is in addition to the charge for Call Forwarding.

8. Hot Line
Requires the user to place the telephone in an off hook condition. The line is then automatically routed to a predetermined local or long distance telephone number. The Hot Line telephone is a non-dial instrument, which restricts it to this application only.

9. Call Forward Busy
Enables an incoming call to be automatically directed to a predetermined alternate telephone number if the intended call destination encounters a busy signal.

10. Call Forward No Answer
Enables an incoming call to be automatically directed to a predetermined telephone number if the intended call destination is not answered after a specified number of rings. A subscriber to this feature designates the number of rings to be received before an incoming call is routed to another number when the feature is installed.

11. Call Transfer
Call Transfer allows the customer to transfer calls to another number by entering a transfer access code followed by the transfer to dialing number. All calls, originating or terminating, can be transferred.

12. Cancel Call Waiting
Allows a customer to prevent, on a per-call basis, any incoming call from waiting on the line. The incoming call receives a busy signal. This feature ensures that call waiting tones will not interrupt important calls or disrupt data transmission. This feature is provided at no additional charge with Call Waiting.

13. Home Intercom
Allows a customer to communicate between telephone instruments connected to the same single-party access line. The customer dialing a Home Intercom code and the telephone number hears a busy signal. After hanging up, all telephones on the line ring. When any telephone on the line is picked up, the ringing stops, letting the customer know the call has been answered.

GENERAL EXCHANGE SERVICE

CUSTOM CALLING SERVICES (Cont'd)

A. General (Cont'd)

14. Make Set Busy
This feature allows customers to make their telephone lines appear busy to all incoming calls.

15. Wake Up Service
This feature permits the customer to program a request for a wake up call at a preset time within the next 24 hours. Wake Up Service is activated or deactivated by dialing appropriate codes.

16. Outbound Call Block Feature
This feature blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). In addition, all pay-per-use features are blocked. All other Custom Calling Service features and Advanced Calling Services features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject to the availability of facilities and is only available to flat rate business and residence Individual Line Local Exchange Service customers.

17. Usage Sensitive Calling Features

a. Usage sensitive calling features are available to all individual line residence and business customers where facilities permit.

b. Charges for usage sensitive calling features are in addition to any switched network usage charges associated with the line. If applicable, such usage may include, but is not limited to, toll charges, local measured service charges, exception calling plan rates, etc. Terms and conditions of these charges are as covered in sections specific to that particular call type, and are not impacted by the application of a per use charge.

c. Access to the Per Use capability can be restricted at the customer's request at no charge.

d. The total monthly charge for each usage sensitive feature will not exceed $6.00.

GENERAL EXCHANGE SERVICE

CUSTOM CALLING SERVICES (Cont'd)

B. Provision of Service

The services are limited to those areas served by central offices arranged for Custom Calling Services.

The services are furnished only in connection with individual line service.

The service is not available in connection with PBX, or coin telephone service.

The applicable Service Ordering Charge will apply for the installation or disconnection of these services, unless application is made at time of initial offering or upon request for initial service. A central office line connection charge will not apply for the installation or disconnection of Custom Calling services if this is the only function performed.

C. Rates

1. Available Features		Monthly Rate * Per C. O. Line Equipped	
		Residence	Business
a.	Call Forward Busy	$1.25	$1.25
b.	Call Forward No Answer	1.25	1.25
c.	Call Forward Remote Access	1.25	1.25
d.	Call Forwarding	1.75	3.00
e.	Call Transfer	5.00	5.00
f.	Call Waiting	2.75	4.75
g.	Cancel Call Waiting	N/C	N/C

* These charges are in addition to regular charges for class and grade of service furnished.

GENERAL EXCHANGE SERVICE

CUSTOM CALLING SERVICES (Cont'd)

C. Rates (Cont'd)

		Monthly Rate * Per C. O. Line Equipped	
1. Available Features		Residence	Business
h.	Direct Line	$2.00	$2.00
i.	Distinctive Ring	2.00	2.00
j.	Home Intercom	3.00	3.00
k.	Hot Line	2.00	2.00
l.	Make Set Busy	1.50	1.50
m.	Speed Call 8	1.50	2.25
n.	Speed Call 30	2.50	3.00
o.	3-Way Call	3.25	3.75
p.	Wake Up Service	3.00	3.00
q.	Outbound Call Block Feature	5.00	5.00
		Per Use Charge	
		Residence	Business
v.	Usage Sensitive 3-Way Calling ** +	$0.75	$0.75
w.	Usage Sensitive Call Forwarding +	0.75	0.75
x.	Usage Sensitive Call Forward Remote Access	0.75	0.75
2. Feature Packages [1]			
a.	Call Waiting with Call Forwarding	3.75	--
b.	Call Waiting with Speed Call 8	3.55	--
c.	Call Waiting with Speed Call 30	4.30	--
d.	Call Waiting with Call Forwarding and Speed Call 8	4.95	--
e.	Call Waiting with Call Forwarding and Speed Call 30	5.65	--
f.	Call Waiting, Call Forwarding, and 3-Way Calling, including Speed Call 8	7.40	--
g.	Call Waiting, Call Forwarding, and 3-Way Calling, including Speed Call 30	8.00	--

* These charges are in addition to regular charges for class and grade of service furnished.

** Monthly Rates per access line not required. Usage Sensitive requires completion and bridging of second call.

\+ Multi feature discounts do not apply to Usage Sensitive Service.

(1) Grandfathered to existing customers at existing locations.

GENERAL EXCHANGE SERVICE

PERSONAL AUTOMATIC PAGING

A. Regulations

1. Definition

a. Tone Only

This service is provided by means of pocket receiver units which are connected via radio channels with a base station transmitter which is connected to the Telephone Company's Central Office equipment. Each pocket receiver has a specific telephone number assigned to it. When this number is called the pocket receiver will respond with a tone. This is an indication to the subscriber to call a predetermined number.

b. Tone and Voice

This service is provided by means of pocket receiver units which are connected via radio channels with a base station transmitter which is connected to the Telephone Company's Central Office equipment. Each pocket receiver has a specific telephone number assigned to it. When this number is called the pocket receiver will respond with a tone. This is an indication to the subscriber that a voice message will follow.

c. Tone, Voice and Meet Me

This service is provided by means of pocket receiver units which are connected via radio channels with a base station transmitter which is connected to the Telephone Company's Central Office equipment. Each pocket receiver has a specific telephone number assigned to it. When this number is called the pocket receiver will respond with a tone. This is an indication to the subscriber that a voice message will follow. The Meet Me feature provides a two-way tie between the Caller and person being paged by caller.

2. Availability of Service

Personal Paging Service is available to radio paging units within range of the radio base station through which such service is furnished and is subject to transmission, atmospheric, and like limitations and to delay by usage of the radio base station by another customer.

GENERAL EXCHANGE SERVICE

PERSONAL AUTOMATIC PAGING (Cont'd)

A. Regulations (Cont'd)

3. Provision of Service

The Telephone Company may, at its option, provide Personal Paging Service to customers of other telephone utilities who reside within the coverage area of the radio base station, but outside of the filed boundaries of the exchange providing access to the paging equipment. This service will be provided with the written consent of the nonserving utility

4. Initial Contract Period

Contract Periods – The initial contract period for service and facilities is one month.

B. General Service

1. Unlimited Service

A tone signal will be transmitted when a subscriber's number is dialed. This will be an indication to the subscriber to call a predetermined number, wait for the voice message or meet me depending upon whether tone only, tone and voice service or tone, voice and meet me service is provided.

GENERAL EXCHANGE SERVICE

PERSONAL AUTOMATIC PAGING (Cont'd)

C. Rates

	Monthly Rates Paging Access
Tone only Paging Service	$10.00
Tone and Voice Paging Service	15.00
Tone, Voice, and Meet Me Feature Paging Service	20.00

Applicable Service Connection Charges apply for any installation or changes.

GENERAL EXCHANGE SERVICE

DIRECTORY ASSISTANCE SERVICE

A. Terms and Conditions

See CENTURYLINK® LOCAL TERMS OF SERVICE: DIRECTORY ASSISTANCE SERVICES for the terms and conditions for local, long distance and national directory assistance.

B. Rate and Charges

1. Directory Assistance Service Charge,
   Per Directory Assistance call **$2.50**

2. When the customer requests Directory Assistance by dialing "0" where the customer has the technical capability to direct dial Directory Assistance, the applicable Operator Assistance charge applies in addition to the Directory Assistance Service Charge.

RESERVED FOR FUTURE USE

RESERVED FOR FUTURE USE

GENERAL EXCHANGE SERVICE

OPERATOR ASSISTED LOCAL CALLS

A surcharge of $0.85 will apply when the caller requests operator assistance and the call is completed within the local service area. The call may be billed to the originating telephone, credit card, third number, collect or any other special identification number. The $0.85 surcharge will be applied to each completed call except:

1. For calls to the Company for official telephone business.

2. For emergency calls to agency type telephone numbers such as to those agencies of the federal, state or local government which have the capability and legal authority to provide aid in emergency situations and to any emergency medical number.

3. When the caller identifies himself as being handicapped and unable to place the call due to his handicap.

4. When the caller advises he has had service trouble in reaching the terminating number.

LOCAL CALLING CARD SERVICE CALLS

A surcharge of $0.85 will apply to all calling card service calls wherein the caller dials both the called number and the calling card service number and the call is completed in the local service area.

GENERAL EXCHANGE SERVICE

LOCAL OPERATOR VERIFICATION/INTERRUPTION SERVICE

A. General

Verification services provides operator assistance in determining if a called line is in use. Interruption service provides for operator interruption of a conversation in progress on a called line. The customer may request these services for a charge, where facilities are available, by calling the "0" Operator.

B. Application of Charges

1. The charges specified in c. following will apply to all requests except:

   a. Emergency requests from official emergency agencies when the request is received on an agency line from agency personnel.

   b. Emergency requests in which the caller identifies that the request is to (1) an official public emergency medical number; or (3) a privately endowed and operated suicide, drug, alcohol or runaway crisis reporting center.

   c. Requests in which the operator encounter a trouble condition or has reason to believe a trouble condition exists.

C. Rates

1. Verification: A charge of $ 1.20 applies each time the operator verifies a called line and hears voice communication.

2. Interruption: A charge of $1.65 applies each time the operator interrupts a conversation that is in progress on the called line. The charge is for the interrupt service and does not depend on whether the called party agrees to release the line and accept the call.

3. If an operator both verifies the condition of the line and interrupts conversation on the same request, the interrupt charge only applies.

4. The charges for Verify/Interrupt service are in addition to any applicable message rates.

GENERAL EXCHANGE SERVICE

ADVANCED CALLING SERVICES

A. General

1. Advanced Calling Services are a group of capabilities that use industry-standard protocols to efficiently manage call flow. This is accomplished by the central office deployment of a technology which routes the calling party's telephone name and/or number from the central office originating the call to the terminating central office serving the called party. That telephone number is held in network memory giving the called party options including identifying the name and/or number, answering the call, and calling back to the originator.

2. Advanced Calling Services can be provided on a stand alone basis or as an enhancement to existing custom calling features to residential and business customers in central office switches having the generic capability to offer Advanced Calling Services.

B. Regulations and Conditions

1. Advanced Calling Services Features are provided subject to the availability of facilities. These features operate only on calls originating and terminating within an Advanced Calling Service office, or similarly equipped offices of interconnecting local telephone companies.

2. Advanced Calling Service Features will be offered on a subscription basis only, except for Call Trace which will be billed on a per-successful-activation basis, and Per-Call Blocking, which is provided to all customers free of charge.

3. Advanced Calling Services will be available to single party and multi-line residence and business customers having rotary dial or touch tone service.

4. Advanced Calling Service information will not be sent for calls originating from equipment not suitably equipped for Advanced Calling Service Features.

5. To activate a feature, the subscriber must dial a Company designated code (except Caller ID)

6. Busy Redial*66 and Call Return*69 features cannot be activated for numbers with an 800 or 900 prefix, or PBX station lines not equipped with Direct Inward Dial Service.

7. Call Trace*57 will be based on the standard annoyance call procedure, and its use will conform with Existing regulations concerning how to deal with annoying and harassing calls. Call Trace*57 will Not replace existing procedures. Customers will not be provided with the traced number. The results of a customer originated trace will only be released to legally constituted authorities upon proper request by them.

8. Caller ID is available for multi-line customers equipped with hunting arrangements and all lines in the hunt group must be provisioned with Caller ID,

9. Caller ID is not available on operator handled calls.

GENERAL EXCHANGE SERVICE

ADVANCED CALLING SERVICES (Cont'd)

B. Regulations and Conditions (Cont'd)

1. Advanced Calling Service Features will not be available on Company provided Payphone Service, party line service, toll terminals, trunks or some remote switching locations.

2. A Service Order Charge, as listed elsewhere in this document, to add Advanced Calling Services to eligible Residence or Business network access lines is waived for a period of sixty (60) days after a central office is equipped to provide Advanced Calling Services.

3. The Company's liability arising out of the provision of any Advanced Calling Service feature, including, but not limited to the delivery or non-delivery of calling names and/or numbers, is limited.

C. Definitions

1. Busy Redial *66

a. When activated, this feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.

b. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up and a queuing process begins. For the next thirty (30) minutes, both the calling and called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will be placed automatically.

2. Call Return *69

a. This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can then dial a code to request the network to place the call.

b. If the called line is not busy, the call is placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty (30) minutes, both the calling and called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone, the call will be placed automatically.

GENERAL EXCHANGE SERVICE

ADVANCED CALLING SERVICES (Cont'd)

C. Definitions (Cont'd)

3. Privacy Protection

a. Privacy Protector works to intercept unidentified callers. Calls that can be identified by Caller ID are connected as normal calls. Calls that cannot be identified are intercepted and routed to an announcement, which states that the called number does not accept calls from telemarketers. Callers pressing 1 will have the call completed to the called number. The Privacy Protector feature can be activated and deactivated by the subscriber. This feature requires that the subscriber must be also subscribed to Caller ID.

4. Call Trace *57

a. This feature enables the customer to initiate an automatic trace of the last call received.

b. Upon activation by the customer, the network automatically sends a message to CenturyTel of North Mississippi, Inc. (never the customer) indicating the calling and called numbers, the time the call was received, and the time the trace was activated. The customer using this feature is required to contact the local telephone company business office for further action. Under no circumstances will the customer be given the traced number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

c. The feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group. A traced call from a multi-line hunt group will result in the main billing number being recorded, rather than the directory number of the individual group member.

d. If the customer receives another call after hanging up from the annoying call, prior to activating the trace, Call Trace *57 will not record the correct number.

e. Call Trace *57 provides the directory number of the last incoming call. If the malicious call is interrupted by a waited call prior to trace activation, the waited call directory number is considered the last incoming call and is traced.

GENERAL EXCHANGE SERVICE

ADVANCED CALLING SERVICES (Cont'd)

C. Definitions

5. Caller ID

a. Caller ID Number Only

1) This feature enables the customer to receive the calling directory number on incoming calls. The calling number will be delivered to the called party's Customer Premises Equipment (CPE).

2) When Caller ID Number Only is activated on a customer's line, the Directory Number of an incoming call will be sent to the display of the CPE during the first long silent interval of the ringing.

3) If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display.

4) If the incoming call originates from a multi-line hunt group, the telephone number transmitted will always be the main number of the hunt group.

5) A directory number will not be displayed for operator assisted calls, out of area calls, calls marked private by the originator, or calls originating from coin and party line stations.

6) An originating caller's calling directory number may not be displayed at the called party under the following conditions:

(a) The calling number will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID Number Only, and is on an existing call, a second incoming call will not be displayed. The called party of the second incoming call will receive a call waiting tone.

(b) The calling number will not be displayed if the called party answers the incoming call during the first ring interval.

(c) The calling number will not be displayed if the calling party has blocked his call or has a blocked line.

GENERAL EXCHANGE SERVICE

ADVANCED CALLING SERVICES (Cont'd)

C. Definitions (Cont'd)

5. Caller ID (Cont'd)

b. Caller ID

1) This feature enables the customer to receive the calling party name and number on incoming calls. The calling party name and number will be delivered to the called party's Customer Premises Equipment (CPE).

2) When Caller ID is activated on a customer's line, the Directory Name and Number of an incoming call will be sent to the display of the CPE during the first long silent interval of the ring.

3) If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display.

4) If the incoming call originates from a multi-line hunt group, the telephone number transmitted will always be the main number of the hunt group.

5) A directory name and number will not be displayed for operator assisted calls, out of area calls, calls marked private by the originator, or calls originating from coin and party line stations.

6) An originating caller's calling directory name and number may not be displayed at the called party under the following conditions:

(a) The calling party's name and number will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID Number Only, and is on an existing call, a second incoming call will not be displayed. The called party of the second incoming call will receive a call waiting tone.

(b) The calling party's name and number will not be displayed if the called party answers the incoming call during the first ring interval.

(c) The calling party's name and number will not be displayed if the calling party has blocked his call or has a blocked line.

GENERAL EXCHANGE SERVICE

ADVANCED CALLING SERVICES (Cont'd)

C. Definitions (Cont'd)

5. Caller ID (Cont'd)

b. Caller ID (Cont'd)

7) Caller ID Name Delivery will be offered only in conjunction with Caller ID Number Only.

6. Per-Call Blocking

This feature enables customers to prevent delivery of their name and telephone number on a per-call basis by activating the appropriate code prior to placing a call.

Free Per-Call Blocking will be available, where technically feasible, to customers who are served from appropriately equipped central offices.

Per-Call Blocking is not available with Payphones Services, or WATS and PBX service without direct trunk access.

7. Anonymous Call Rejection *77

This feature permits the customer with or without Caller ID to automatically reject calls from "anonymous" callers who have blocked their name or telephone number through per-call blocking or per-line blocking. When the customer activates this feature, the rejected call is routed to an announcement and disconnected. The customer does not hear a ring for rejected calls. The customer must provide and connect their own compatible premise equipment (CPE) in order to reject calls.

8. Call Pickup

a. This feature enables a customer with multi-line business or residential service to answer the other line by dialing a Call Pickup access code and taking the call at a more convenient location.

GENERAL EXCHANGE SERVICE

ADVANCED CALLING SERVICES (Cont'd)

C. Definitions (Cont'd)

9. Call Waiting Deluxe (DSCWID)

a. Call Waiting Deluxe, also called Deluxe Spontaneous Call Waiting Identification (DSCWID), when added to an access line that also has Call Waiting and Caller ID, provides the customer with disposition options for incoming calls:

1. If the line is available, the call rings through as usual;

2. if the customer's telephone is on-hook, the incoming caller's name and directory number are displayed;

3. if the customer is on a call, a second incoming call will not display name and directory number; the calling party hears an audible ring and the called party hears a call waiting tone signal.

Also, the calling party's name and number will not display if:

1. the called party answers the telephone during the first ring;

2. the calling party has blocked the call or has a blocked line;

The charge for Call Waiting Deluxe is in addition to those for Call Waiting and Caller ID.

10. Call Waiting ID (SCWID)

a. Call Waiting ID, also called Spontaneous Call Waiting Identification (SCWID), when added to an access line that also has Call Waiting and Caller ID, allows the customer to view the name and directory number of a waiting call. The display appears between the first and second tones alerting the customer that another call is coming in. The charge for Call Waiting ID is in addition to those for Call Waiting and Caller ID.

11. VIP Alert

a. This feature allows a customer to program up to thirty-one (31) directory numbers with distinctive tone or ring to alert the customer of an incoming call from these numbers. The customer can modify the list by activating or deactivating numbers. VIP Alert functions if the telephone receiver is on-hook or off.

12. Long Distance Alert

a. This feature provides a distinctive ring if the receiver is on-hook to identify that the incoming call is long distance. Long Distance Alert delivers a distinctive tone if the receiver is off-hook and the customer also subscribes to Call Waiting.

GENERAL EXCHANGE SERVICE

ADVANCED CALLING SERVICES (Cont'd)

C. Definitions (Cont'd)

13. Selective Call Acceptance *64 (SCA)

a. This feature permits the customer to screen incoming calls by creating a list of up to twelve (12) directory numbers from which the customer will accept calls. Calls from all directory numbers not on the list route to a rejection announcement. SCA is activated or deactivated by dialing the appropriate codes.

14. Selective Call Forwarding *63 (SCF)

a. This feature permits the customer to call forward up to twelve (12) directory numbers to another telephone number. Only calls from the numbers on the Selective Call Forwarding list will forward. SCF is activated or deactivated by dialing the appropriate codes.

If the customer forwards to a long distance number, applicable toll charges apply for each completed call.

15. Selective Call Rejection *60 (SCR)

a. This feature permits the customer to select a list of up to twelve (12) directory numbers from which calls are to be rejected. Calls from all directory numbers on the list route to a rejection announcement. SCR is activated or deactivated by dialing the appropriate codes.

Standard call completion will occur if a call originates from a central office that is not equipped for Advanced Custom Calling Feature functions.

16. Subscriber Activated Blocking/PIN

a. This feature permits the customer to block certain types of calls. When activated, all calls made from that line are screened. If a call is made to a restricted number, the caller is routed to a recorded message. The customer may enter a Personal Identification Number (PIN) to override blocked status to continue a call. Subscriber Activated Blocking/PIN is activated or deactivated by dialing the appropriate codes.

D. Usage Sensitive Advanced Calling Features

1. Charges for usage sensitive advanced calling features are in addition to any switched network usage charges associated with the line. If applicable, such usage may include, but is not limited to, toll charges, local measured service charges, exception calling plan rates, etc. Terms and conditions of these charges are as covered in sections specific to that particular call type, and are not impacted by the application of a per use charge.

2. Access to the Per Use capability can be restricted at the customer's request at no charge.

3. The total monthly charge for each usage sensitive feature will not exceed $6.00.

GENERAL EXCHANGE SERVICE

ADVANCED CALLING SERVICES (Cont'd)

16. Subscriber Activated Blocking/PIN (Cont'd)

E. Rates and Charges

1. The rates and charges following are for Advanced Calling Services only and are in addition to the applicable Service Connection Charges, monthly rates, and non-recurring charges for access lines and other services or equipment with which they are associated.

2. Local or Message Toll Service calls established by using Busy Redial*66 and Call Return*69 will be charged at the current rates.

3. A Service Order Charge is applicable when adding Advanced Calling Services as stated in Section II.

Advanced Calling Services	Per Month Residence	Per Month Business
Anonymous Call Reject*77	$1.75	$1.75
Busy Redial*66	2.75	3.75
Call Pickup	3.75	3.75
Call Return*69	2.75	3.75
Call Trace*57	5.00 per activation (25.00 month cap)	5.00 per activation (25.00 month cap)
Call Waiting Deluxe	3.25	3.25
Call Waiting ID	0.75	0.75
Caller ID Number Only (1)	4.75	5.75
Caller ID	7.25	8.25
Long Distance Alert	3.00	3.00
Selective Call Accept*64	3.00	3.00
Selective Call Forward*63	3.00	3.00
Selective Call Rejection*60	3.00	3.00
Subscriber Activated Blocking/PIN	2.50	2.50
VIP Alert	3.00	3.00
Privacy Protector	2.95	3.95

	Per Use Charge Residence	Per Use Charge Business
Usage Sensitive Call Return *69 +	$0.75	$0.75

\+ Multi feature discounts do not apply to Usage Sensitive Features.

(1) Grandfathered to existing customers at their present location

GENERAL EXCHANGE SERVICE

ADVANCED CALLING SERVICES (Cont'd)

16. Subscriber Activated Blocking/PIN (Cont'd)

F. Multiple Feature Discounts [1]

1. Residence customers will receive a multiple feature discount when subscribing to two or more features.

	Monthly Discounts
Two features	$0.75
Three or more features	1.25

[1] Grandfathered to existing customers at existing locations.

GENERAL EXCHANGE SERVICE

LONG DISTANCE MESSAGE TELECOMMUNICATIONS

Applicability

Applicable to Long Distance Message Telecommunications service furnished or made available by the company between its points and points reached over facilities of connecting companies.

Territory

Between points in the State of Mississippi where the respective rate centers of such points are located in said state.

Mississippi Telephone and Communications, Inc., concurs in the standard toll rates, rules and regulations governing such communications as filed by the South Central Bell Telephone Company, together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or cancelled by either party. The Mississippi Telephone and Communications, Inc., hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the Mississippi Telephone and Communications, Inc., subject to the jurisdiction of the Mississippi Public Service Commission as it applies.

Exceptions

Terms, conditions and rates for Directory Assistance are as specified elsewhere in Section 2 of this *Local Terms of Service.*

WIDE AREA TELECOMMUNICATIONS SERVICE

Applicability

Applicability to wide area telecommunications service furnished or made available by the Company between its points and points reached over facilities of connecting companies.

Territory

Between points in the State of Mississippi where the respective rate centers of such points are located in said state.

Home Telephone Company concurs in the standard toll rates, rules and regulations governing such communications as filed by the South Central Bell Telephone Company, together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or cancelled by either party. Home Telephone Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the Home Telephone Company subject to the jurisdiction of the Mississippi Public Service Commission as it applies.

GENERAL EXCHANGE SERVICE

PRIVATE LINE SERVICE

Applicability

Applicability to private line service furnished or made available by the Company between its points and points reached over facilities of connecting companies.

Territory

Between points in the State of Mississippi where the respective rate centers of such points are located in said state.

Home Telephone Company concurs in the standard toll rates, rules and regulations governing such communications as filed by the South Central Bell Telephone Company, together with any amendments or successive issues thereof and makes itself a party to such rates and charges until this concurrence is revoked or cancelled by either party. Home Telephone Company hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the Home Telephone Company subject to the jurisdiction of the Mississippi Public Service Commission as it applies.

GENERAL EXCHANGE SERVICE

DIGITAL TRUNK SERVICE (DTS) [DS1 behind PBX]

A. Service Description

1. Digital Trunk Service, referred to as "DTS", provides a cost-effective method of delivering voice grade service from the serving Central Office to a customer's premises.

2. DTS is provided with 1.544 Mbps and the 24 channels may be used for the transport of trunks for termination on customer-provided equipment.

3. DTS supports Direct Inward Dialing (DID) Service and Local Exchange Business Trunks. Touchtone is a required feature of DTS.

Regulations

1. DTS is offered from Central Offices where the Company has arranged facilities for such service. DTS is an arrangement that allows for the direct termination of digital trunks from a digital Central Office to customer-provided equipment. This arrangement supports trunk side features.

2. Additional charges for Central Office services and features, including, but not limited to Direct Inward Dialing (DID Service, are applicable when appropriate and can be found elsewhere in this document.

3. All signals generated by customer-provided equipment must comply with the signal and format constraints contained within the Technical Reference specification as used by the Company.

4. Availability and functionality of DTS may vary by serving Central Office and switch type.

5. Clear Channel Capability is an optional feature of DTS, allowing the customer to transport 1.536 Mbps on a 1.544 Mbps line with no constraint on quantity or bit sequence.

Rates and Charges

1. The rates and charges for the services provisioned on the DTS channels are specified below.

	Monthly Rate	2 Year Contract	3 Year Contract	4 Year Contract	5 Year Contract
DTS with 15-24 Trunks	$644.80				
DTS with 10-14 Trunks	644.80	$580.30	$548.08	$515.84	$451.36

GENERAL EXCHANGE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK

A. Description

Integrated Services Digital Network (ISDN), is a digital architecture that provides an integrated voice/data capability to the customer premises facility, utilizing the public switched network. It is a central office based service arrangement which consists of host central office interface equipment and software located on the Company premises. ISDN distributes voice, data, video and facsimile by using two standard methods of access: a Basic Rate Interface (BRI) and/or a Primary Rate Interface (PRI). These are serving arrangements which conform to internationally developed, published, and recognized standards generated by the International Telecommunications Union (formerly CCITT). Enhancements to future ISDN versions will be included in this document as they become available.

B. Definitions

Basic Rate Interface

Basic Rate Interface (BRI) consists of up to three distinct channels on one pair of wires: two B (Bearer) Channels and one D (Delta) Channel. BRI Service is available in non-measured or measured rated options. BRI service is compatible with National ISDN 1 and includes circuit switched voice, and circuit switched data.

B (Bearer) Channel

The B-channel carries circuit-switched voice and/or data communications at speeds up to 64 Kbps, from the customer's premises, over the loop facility, to the central office.

B-Channel Circuit-Switched Data

Circuit-switched Data provides the capability of making data calls over the public switched network. Information is transmitted the same way as digitized voice. Like a voice call, a circuit-switched data call ties up network/system resources for the duration of the call. Similar to voice, Calling Line Identification functionality is provided.

Clear Channel Capability

The capability to transport 64 Kbps over a channel with no constraint on the quantity or on the sequence of bits.

D (Delta) Channel

The D-channel carries signaling at speeds up to 16 Kbps on BRI, and signaling only information up to 64 Kbps for PRI, from the customer's premises to the central office. The D-channel has both data and signaling functionality; it does not have voice capability.

Digital Subscriber Loop (DSL)

The ISDN basic rate interface loop from the Central Office customer's premises.

GENERAL EXCHANGE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (Cont'd)

B. Definitions (Cont'd)

Kbps.

Kilobits Per Second.

Loop Extension Charge

The charge in those cases where the distance from the Central Office exceeds 18 kilofeet or the signaling is weak.

Mbps.

Megabits Per Second.

Primary Rate Interface (PRI)

PRI has a capacity of 1.544 megabits per second (Mbps) and has multiple channels: 23 B-channels, and one D-channel, and is also known as 23 B+D access. The B-channels carry user information such as voice calls, circuit-switched data, or video, while the D-channel handles signaling information. ISDN-PRI and other local services are offered on an end user basis only. Use of such services for transmitting interexchange traffic that does not either originate or terminate at the customer premises is prohibited.

C. Terms And Conditions

1. General

a. The customer or the customer's authorized agent will be responsible for the procurement of associated customer premises equipment (CPE) and will ensure compatibility with the ISDN digital switch serving the customer.

b. It is the responsibility of the customer to provide a suitable supply of commercial power, including outlets, when and where the telephone company requires it for the operation of any equipment on the customer's premises. Such outlets shall be dedicated to the telephone company use and be separately fused.

c. A minimum service period of three (3) months is required for each ISDN System installed.

d. Call Detail is not available with ISDN service.

GENERAL EXCHANGE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (Cont'd)

C. Terms And Conditions (Cont'd)

1. General (Cont'd)

e. One directory listing will be provided with each BRI or PRI service. Additional directory Listings will be furnished subject to the rates and conditions specified in Section II, Directory Listings, of this document.

f. Suspension of ISDN (Vacation Number Reservation) if applicable in this document is not permitted.

g. The Company shall terminate ISDN Service at the Company network interface.

h. The customer shall reimburse the company for all costs incurred to redesign ISDN service due to changes caused by CPE and wiring (including riser cable) not owned by the Company. Should ISDN service fail due to CPE and inside wiring (including riser cable) not owned by the Company, or power failure, or Act of God, the responsibility for failure shall be solely that of the customer and the Company shall have no liability of any kind.

i. The customer is responsible for placement, installation, operation, maintenance, repair and replacement of all inside wire (including riser cable) and CPE not owned by the Company, used in connection with this service. Premises wiring and CPE must be compatible with the Company's provision of ISDN Service.

j. If an ISDN Service interruption, disconnection, error, performance failure, or some other out-of-service condition occurs and lasts for more than 48 consecutive hours after the customer gives the Company notice of such out-of-service condition, except for problems caused by the customer's actions, inside wiring, interface, and/or CPE, a refund credit will be applied to the customer's bill. This refund will consist of the pro-rata part of that months charges for the period of days during which the telephone service was not provided. This will be the customer's sole remedy.

k. The two "B" channels for BRI service may be bonded together to allow a larger bandwidth connection. When the bonding occurs, usage will be measured and charged as if each of the "B" channels were being used separately.

l. The B-Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 Kbps or 56 Kbps. (Some interexchange carriers do not offer transmission at 64 Kbps).

GENERAL EXCHANGE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (Cont'd)

C. Terms And Conditions (Cont'd)

2. Availability

a. The rates and charges specified for BRI are applicable only to customers whose serving central office has been identified by the Company as having ISDN available. Customers whose serving central office has not been identified will have rates and charges determined on an individual case-by-case-basis.

b. Service is offered where facilities and equipment are available. BRI loop lengths may not be more than 18 kilofeet in length from the nearest ISDN capable switching center. A loop extension charge will apply in those cases where the 18 kilofeet limit is exceeded. The loop charge may also apply in circumstances where the signal is below acceptable transmission standards as determined by the Company.

c. A customer may combine local and ISDN service at the same premise.

d. Some services are not available and/or compatible with ISDN.

3. Indemnification

a. It is the customer's responsibility to indemnify and hold harmless the Company against any and all claims, losses, liabilities, damages and lawsuits brought by any nonparty and arising, in whole or in part, out of customer's material breach of the local terms of service. Indemnification shall include, but is not limited to, costs and attorney's fees.

b. ISDN lines are powered locally from the customer's premises. In the event of a power outage at the customer's premises, emergency "911" service will not function on the ISDN lines. The customer will need to subscribe to a "Basic Access Line" from the Company to receive "911" service when there is a power outage originating on the customers CPE power source, which provides power to the ISDN system.

c. The customer is responsible for the content of communications. Where the customer's negligence or wrongful actions in using inside wire (including riser cable) not owned by the Company, CPE or customer's communications result in any claim or legal action brought by any nonparty, customer shall indemnify and hold the Company harmless.

GENERAL EXCHANGE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (Cont'd)

D. Protection Of The Network

1. The Company has the right and option to check the output of any equipment used in the transmission of signals, to or from the customer premises, for this service. This includes Company provided facilities or other companies facilities used in connection with provision of ISDN capabilities, such as customer-provided equipment.

2. The Company will notify the customer of any deviation from the authorized transmissions or specifications established in provision of the service.

3. Upon notification by the Company that unauthorized transmissions are present due to customer equipment or facilities, the customer or customer's authorized agent will correct the situation on an expeditious basis or service will be disconnected by the Company to protect the network.

   The Company shall not be liable for and disclaims liability for losses which might be incurred as a result of disconnecting the service and disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. With respect to such equipment or service, the Company shall not be liable for any incidental or consequential damages including, but not limited to loss, damage, or expense directly or indirectly arising from the customer's use of or inability to use this service or equipment, either separately or in combination with other services or equipment.

GENERAL EXCHANGE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (Cont'd)

E. Customer Premise Equipment and Facilities

1. The customer is responsible for providing compatible premise equipment in order to utilize the ISDN offering. All customer provided equipment used to interface with ISDN Service is required to conform with the Technical Reference Specification as used by the Company and is found in the following Technical References:

Document Number	Description
SR-NWT-00266 Generic Guidelines	National ISDN for ISDN Terminal Equipment on Basic Rate Interface.
SR-NWT-001953	Generic Guidelines for ISDN Terminal Equipment on Basic Access Interfaces.

2. The Company shall not be responsible if changes in any of the equipment, operations, or procedures of the Company utilized of ISDN Service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system, or otherwise affect its use or performance.

GENERAL EXCHANGE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (Cont'd)

F. Primary Rate Interface Offering (PRI)

1. Description

The Primary Rate Interface (PRI) structure consists of 23 B-channels and a D-channel, for a total transmission rate of 1.544 Mbps, which is equivalent to a T1 facility. Each 64 Kbps B-channel carries user information such as voice calls, circuit-switched data, or video. The D-channel is a 64 Kbps channel that is used to carry the control or signaling information.

2. Definitions

a. Service Configurations

23B+D

This service configuration provides for 23 B-channels and 1 D-channel. The B-channels carry the circuit-switched voice and data, while the D-channel handles signaling information. The D-channel can control a maximum of 479 B-channels. The B-channel may be provisioned on the same facility as the D-channel or on other T1 or T3 facilities.

24B

This service configuration provides for 24 B-channels. The B-channels carry the circuit-switched voice and data information. The signaling information is provided by a D-channel on the first T1 facility.

23B+Back-up D

This service configuration provides for 23 B-channels and 1 D-channel. The back-up D-channel is used if the primary D-channel, which provides signaling for multiple T1 facilities, fails. All active calls are maintained during the switch-over to the back-up D-channel.

b. Other

ISDN Trunk Connection

An ISDN Trunk Connection (TC) is a control office translation that provisions each B-channel in a PRI. The TC allows access to the exchange network. One ISDN Trunk Connection is required for each B-channel used in a PRI.

3. Terms and Conditions

a. PRI is provided subject to the availability of central office facilities.

GENERAL EXCHANGE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (Cont'd)

F. Primary Rate Interface Offering (PRI) (Cont'd)

3. Terms and Conditions (Cont'd)

The Primary Rate Interface (PRI) structure consists of 3 B-channels and a D-channel, for

b. Each PRI consists of one T1 facility and one Service Configuration. A customer may request more than one PRI per premise.

c. The Terms, Conditions, Rates and Charges, as described for PRI, are in addition to the regular rates and charges for the service with which PRI is associated.

d. Some services are not available and/or compatible with PRI.

e. The PRI facility may be provided from a foreign central office or foreign exchange at the DS1 Transport Mileage rates. Associated charges will be applied to the PRI facility.

f. PRI offerings are not available for use by Commercial Mobile Radio Carriers, Private Mobile Radio Carriers and Interexchange Carriers in the provision of services to their customers. Other digital services are offered by the Company for interconnection specifically for these Carriers.

g. The PRI facility for all channels may be provisioned on an existing T3 facility.

h. PRI customers must subscribe to a minimum of one 23B+D Service Configuration.

i. Section II of this document reflects DID numbers associated with PRI, as well as the DID trunk termination in the central office, both of which are required for each inward B-channel in a PRI.

4. Rates and Charges

Primary Rate Interface (PRI) includes a fixed monthly charge per line.

PRI will be provided at the rates and charges listed below:

Service Configuration	Monthly Rate	Nonrecurring Charge
- 23B+D	$432.08	$475.00
- 24B	432.08	475.00
- 23B+Back-up-D	432.08	475.00

GENERAL EXCHANGE SERVICE

INTEGRATED SERVICES DIGITAL NETWORK (Cont'd)

G. Basic Rate Interface Offering (BRI)

Basic Rate Interface (BRI) is a service which terminates a digital local loop at the central office and permits access to the exchange network. Only one BRI access element is required for each digital local loop.

BRI Access is offered as either flat rated or measured. The service is offered in three usage allowance configurations (Unlimited Usage, 60 Hours Usage Allowance and No Usage Allowance) of aggregated usage for circuit-switched voice and circuit-switched data. Usage is measured separately for both voice and data for each B channel. Measured usage charges apply, as specified in this document, to all originating and terminating calls, both voice and data for the option on plans with no usage allowance. Additional usage in excess of the 60 hours for the "60 Hour Usage Allowance" option will incur usage charges on originating and terminating calls (in excess of usage provided in the configurations previously mentioned).

Following are the monthly rates and nonrecurring charges for BRI ISDN Access. The rates and charges apply in addition to applicable rates and charges for other services as provided in this local terms of service and other Company tariffs. The usage rate should be applied separately for each B channel. The usage charge of $.02 per minute, per channel will apply as referenced in the preceding paragraph.

1. Rates and Charges

Basic Access Rate

		Monthly Rate	Nonrecurring Charge
a.	Unlimited Usage Allowance	$90.70	$75.00 *
	60 Hours Usage Allowance	55.70	75.00 *
	No Usage Allowance	35.70	75.00 *
b.	Usage Charge Per Minute on Originating and Terminating Calls, both voice and data (in excess of usage provided above)	Per Minute $0.02	
c.	Loop Extension Charge, weak signal or beyond 18 kilofeet - Per loop	32.00	

Note: Rates do not include access to the "D" Channel or ability to transport "Data" over the "D" Channel.

* Initial installation of ISDN service includes two hours of labor to the demarcation point, installations exceeding the two-hour limit will incur Time and Material charges. Also, Time and Material charges (if applicable) will be applied for all work performed beyond the demarcation point.

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES

A. SIMPLE CHOICE ™ ONE (1) and SIMPLE CHOICE ™ TWO (1)

1. Description

Simple Choice™ One (1) and Simple Choice ™ Two (1) are packages of features available to both residential and business customers. Simple Choice™ One (1) includes the features specified following and a flat rate access line. Simple Choice™ Two (1) includes two flat rate access lines. Customers subscribing to Simple Choice™ One (1) and Simple Choice ™ Two (1) are entitled to unlimited use of the service/features specified.

2. Features

Following are the eligible call features. All features may be not be available in all areas:

- Anonymous Call Reject *77
- Busy Redial *66
- Call Forward Busy
- Call Forward No Answer
- Call Forward Remote Access
- Call Forwarding
- Call Transfer
- Call Return *69
- Call Waiting
- Call Waiting Deluxe
- Call Waiting ID
- Caller ID
- Caller ID Number Only [1]
- Cancel Call Waiting
- Distinctive Ring
- Long Distance Alert
- Message Waiting Indication
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Speed Call 8 or Speed Call 30
- 3-Way Calling
- VIP Alert
- Home Intercom

(1) Grandfathered to existing customers at their present location.

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

A. SIMPLE CHOICE ™ ONE [(1)] and SIMPLE CHOICE ™ TWO [(1)] (Cont'd)

3. Terms and Conditions

a. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this document shall apply.

b. Nonrecurring charges as specified elsewhere in this document do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™ One [(1)] and Simple Choice™ Two [(1)]. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.

c. Customers subscribing to the Simple Choice™ Two [(1)] may select different features for each line. All lines must be billed to the same account and located at the same premise.

d. Simple Choice™ One [(1)] and Simple Choice™ Two [(1)] features must be activated by the customer before they can be used without incurring usage charges.

e. All recurring charges applicable to an access line apply to Simple Choice™ One [(1)] and Simple Choice™ Two [(1)]. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.

f. If access line rates for residence and business service, as listed elsewhere in this document, increase, Simple Choice™ One [(1)] and Simple Choice™ Two [(1)] rates may also increase (upon Commission approval).

[(1)] Grandfathered to existing customers at their present location.

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

A. SIMPLE CHOICE ™ ONE (1) and SIMPLE CHOICE ™ TWO (1) (Cont'd)

4. Rates

	Monthly Rates
a. Residence	
Simple Choice™One (1)	$**32.95**
Simple Choice™Two (1)	
First Line	$**32.95**
Additional Line	$25.00
b. Business	
Simple Choice™One (1)	**$43.60**
Simple Choice™Two (1)	
First Line	$**43.60**
Additional Line	$35.00

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™ One (1) and Simple Choice™ Two (1). Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 2.

(1) Grandfathered to existing customers at their present location

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

B. Voice Mail Complementary Services Package

1. Description

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

Call Forwarding - Busy Line
Call Forwarding - Don't Answer
or, Call Forward Busy/No Answer
Message Waiting Indication - Audible or Visual

2. Terms and Conditions

a. All regulations and restrictions that normally apply to the services when they are individually provided also apply when they are provided as part of this package.

b. All services are provided only from central offices that have been arranged to provide these services. The services are provided subject to availability of facilities.

c. This package is available only to individual line residence and business customers.

3. Rates

		Monthly Rate Per Line
a.	Residence	$2.00
b.	Business	3.00

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

C. SIMPLE CHOICE™(1)/BUSINESS ASSIST ADVANTAGE

1. Description

Simple Choice™/Business Assist Advantage is a package of features available to both residential and business customers. This package is only available to Simple Choice™/Business Assist Advantage customers and includes the features specified following and a flat rate access line with touch calling. Customers subscribing to Simple Choice™/Business Assist Advantage are entitled to unlimited use of the service/features specified.

2. Features

Following are the eligible call features. All features may not be available in all areas:

- Caller ID Number Only
- Caller ID
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Call Waiting Display Deluxe
- Call Forwarding
- Call Forward No Answer
- Call Forward Busy
- Call Forward Busy/No Answer
- Call Forward Remote Access
- Call Transfer
- Call Return *69
- 3- Way Calling
- VIP Alert
- Distinctive Ring
- Home Intercom
- Busy Redial *66
- Message Waiting Indicator
- Anonymous Call Reject *77
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Long Distance Alert
- Speed Call 8 or Speed Call 30
- Privacy Protector (where available)
- Voice Mail (where available)

(1) Service grandfathered as of December 5, 2014 in *General Exchange Tariff Section II* (MS 14-03); availability limited to existing customers at existing locations.

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

C. SIMPLE CHOICE™(1)/BUSINESS ASSIST ADVANTAGE (Cont'd)

3. Terms and Conditions

a. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this terms of service shall apply.

b. Nonrecurring charges as specified elsewhere in this document do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice™/Business Assist Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.

c. Simple Choice™/Business Assist Advantage features must be activated by the customer before they can be used without incurring usage charges.

d. All recurring charges applicable to an access line apply to Simple Choice™/Business Assist Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.

e. If access line rates for residence and business service, as listed elsewhere in this document, increase, Simple Choice™/Business Assist Advantage rates may also increase (upon Commission approval).

(1) Service grandfathered as of December 5, 2014 in *General Exchange Tariff Section II* (MS 14-03); availability limited to existing customers at existing locations.

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

C. SIMPLE CHOICE™(1)/BUSINESS ASSIST ADVANTAGE (Cont'd)

4. Rates

Monthly	Residence Monthly Rate	Business Monthly Rate
Simple Choice™	$**35.95** **	N/A
Business Assist Advantage	N/A	$**51.65**

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice™/Business Assist Advantage. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges found in Section 2.

D. CALLER ID EXTRA(1)

The Company will offer a feature plan to residential customers who subscribe to Caller ID Name and Number, Call Waiting, Call Waiting ID and Call Forward for a package price of $10.95 per month. In addition, all applicable nonrecurring charges will be waived.

E. CALLER ID PLUS(1)

The Company will offer a feature plan to residential customers who subscribe to Caller ID Name and Number, Call Waiting and Call Waiting ID where available, for a package price of $8.95 per month. In addition, all applicable nonrecurring charges will be waived.

(1) Service grandfathered as of December 5, 2014 in *General Exchange Tariff Section II* (MS 14-03); availability limited to existing customers at existing locations.

** The monthly rate will be discounted by $5.00 when customers also subscribe to the CenturyTel Long Distance, LLC Simple Choice Unlimited long distance plan and the Company's High Speed Internet (1.5M or higher).

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

F. Business Unlimited

1. Description

Business customers with 1-10 lines will be eligible for discounted unlimited calling services. Subscription to the Business Unlimited bundle includes one line of unlimited local calling and choice of calling features with unlimited long distance calling provided by CenturyTel Long Distance, LLC. Additional lines of unlimited local and long distance calling, up to a maximum of nine (9) additional lines, may be added. The monthly rate for Business Unlimited does not include applicable taxes and surcharges.

2. Terms and Conditions

Metered/measured line services, PBX, Key, or Centrex accounts are not eligible for the Business Unlimited bundle. The customer must subscribe to the CenturyTel Long Distance, LLC Basic Business Unlimited Long Distance Bundle for each Business Unlimited Line. This plan is for typical domestic voice usage only, and cannot be used for any purpose inconsistent with typical domestic voice usage. If usage under this plan is not consistent with typical domestic voice usage, as determined in the Company's sole discretion, the Company reserves the right to move customer to an alternative plan or may suspend, restrict or cancel customer's service.

3. Monthly Rates

The following rates apply in addition to the monthly rates applicable for companion long distance service provided by CenturyTel Long Distance, LLC.

	Primary Access Line Charge	Additional Access Line Charge
CHULAHOMA	$32.95	$32.95
BYHALIA OLIVE BRANCH	32.95	32.95

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

G. Pure Broadband Bundle

1. Description

Pure Broadband Bundle includes Residence or Business Individual Line Local Exchange Service and features as specified, and requires subscription to the Company's High Speed Internet (1.5 Mbps or greater).

2. Features

Outbound Call Block Feature
Non-published Number Service
Billed Number Screening (Optional)

3. Terms and Conditions

Pure Broadband Bundle is available to residential and business customers in all exchanges within the Company where technically feasible, subject to availability of facilities.

This bundle is only available with One-Party Local Exchange Service. Lines equipped with Pure Broadband Bundle will not have a directory listing and will not be included in the Company's directory assistance records. Extended Area Service (EAS) charges do not apply.

The bundle rate will include the Subscriber Line Charge.

Service Charges or nonrecurring charges do not apply.

4. Rates

	Residence	Business
Per Bundle, per month	$**28.00** **	$**39.00** **

** Rates applicable for non-regulated High Speed Internet also apply.

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

H. Core Connect

1. Description

CORE CONNECT is an optional enrollment plan that permits business customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.

CORE CONNECT bundles are available under a one-year, two-year or three-year term plans and are available on a month-to-month basis as specified in 5. following.

2. Regulations

a. Core Connect customers must also subscribe to the Company's non-regulated 1.5 Mbps or greater High-speed Internet at each CORE CONNECT location. In locations where 1.5 Mbps is not available, customers may alternatively subscribe to the Company's non-regulated 512 or 768 Kbps HSI. These qualifying services must be billed on the same invoice as CORE CONNECT, but may be provisioned on access lines or trunks other than CORE CONNECT.

b. Customers may subscribe to a maximum of ten (10) CORE CONNECT business lines at each customer location.

c. There is no minimum service period for CORE CONNECT. Customers who discontinue services within thirty days after establishment of service will be charged only for the number of days CORE CONNECT was in service. Early termination liability charge for customers who subscribe to CORE CONNECT under a Term Discount Plan are as specified in 3. following

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

H. CORE CONNECT (Cont'd)

2. Regulations (Cont'd

d. CORE CONNECT lines cannot terminate into a PBX or other line trunking device except as otherwise indicated herein.

e. Components of CORE CONNECT will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.

f. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.

g. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.

h. CORE CONNECT cannot be combined with any other discounts unless otherwise specified.

i. This plan is not available to customers who are or become toll restricted. Service Charges will not apply for those existing lines converted, in-place, to business exchange service due to company-initiated toll restrictions. Such customers will not be permitted to re-enroll in this plan until such time as all associated unpaid balances are satisfactorily paid in full.

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

H. CORE CONNECT (Cont'd)

3. Term Discount Plan

a. A Term Discount Plan (TDP) provides customers with discounts when the customer subscribes to CORE CONNECT under a one, two or three-year term agreement.

b. Any CORE CONNECT line(s) added subsequent to establishment of a TDP must be added under a separate TDP commitment period.

c. The rates and discounts in effect when customers subscribe to CORE CONNECT under a TDP will apply until expiration of that TDP. CORE CONNECT lines that are subsequently added under a separate TDP will receive the rates in effect when those lines are added.

d. Upon expiration of a TDP, the TDP discounts specified in 5. following will expire, and the customer will be charged at the then prevailing monthly rate. If the customer renews the TDP or signs up for a new TDP, the rates then in effect will apply for the new or renewed TDP.

e. If the Company terminates service for cause or if the customer discontinues the service in whole or in part without cause prior to the expiration date, no termination liability charges will apply for the regulated portion(s) of CORE CONNECT. However, if customers remove any of the qualifying services prior to the TDP expiration date, the remaining components of CORE CONNECT will be converted to ala carte rates and the TDP discount will not apply.

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

H. CORE CONNECT (Cont'd)

4. Application of Rates

a. The monthly rates include the Local Exchange Service, flat rate EAS, and features only. These rates do not include the monthly charges for HSI or for the qualifying long distance plan, if applicable.

b. Service Charges, as described in Section 2 apply for new and additional CORE CONNECT lines, and moves of existing lines. Service Charges may be waived for customers who move services from another telecommunications service provider to CORE CONNECT under a one, two or three-year TDP.

c. Service Charges do not apply when CORE CONNECT replaces existing Local Exchange Service. Service Charges do apply when Customers request a change from CORE CONNECT back to Local Exchange Service.

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

H. CORE CONNECT (Cont'd)

5. Rates and Charges

a. CORE CONNECT 1 (1)

- Business Flat Rate Access Line or Key Service
- Hunting (optional)
- Unlimited expanded local calling (where available)
- Choice of the following features and services:
  - Caller ID with Name (includes Anonymous Call Rejection)
  - Call Forwarding
  - Call Forward Busy
  - Call Forward No Answer
  - Call Forward Remote Access
  - Call Waiting/Cancel Call Waiting
  - Call Waiting ID
  - Three-Way Calling
  - Call Transfer
  - Call Return
  - Distinctive Ring
  - Busy Redial
  - Message Waiting
  - Voice Mail (2)

Exchanges	Per Location, Per Month				
	Initial Bundle	2nd through 10th bundle			
	All Terms	Month-to-Month	One Year Term	Two Year Term	Three Year Term
Byhalia	$60.00	$40.00	$35.00	$32.50	$30.00
Chulahoma	$80.00	$50.00	$45.00	$42.50	$40.00
Olive Branch	$70.00	$40.00	$35.00	$32.50	$30.00

(1) Customers must also subscribe to the CenturyTel Long Distance, LLC Business Unlimited (Option 1) long distance plan for each CORE CONNECT 1 line or trunk subscribed.

(2) Deregulated service.

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

H. CORE CONNECT (Cont'd)

5. Rates and Charges (Cont'd)

b. CORE CONNECT 1 LITE

- Business Flat Rate Access Line or Key Service
- Hunting (optional)
- Choice of the following features and services:
  - Caller ID with Name (includes Anonymous Call Rejection)
  - Call Forwarding
  - Call Forward Busy
  - Call Forward No Answer
  - Call Forward Remote Access
  - Call Waiting/Cancel Call Waiting
  - Call Waiting ID
  - Three-Way Calling
  - Call Transfer
  - Call Return
  - Distinctive Ring
  - Message Waiting
  - Voice Mail (1)

Exchanges	Per Location, Per Month				
	Initial Bundle	2nd through 10th bundle			
	All Terms	Month-to-Month(2)	One Year Term	Two Year Term	Three Year Term
Byhalia	$60.00	$40.00	$35.00	$32.50	$30.00
Chulahoma	$80.00	$50.00	$45.00	42.50	40.00
Olive Branch	$70.00	$40.00	$35.00	32.50	30.00

(1) Deregulated service.

(2) CORE CONNECT 1 LITE customers must initially subscribe to a one-year, two-year or three-year term plan. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

H. CORE CONNECT (Cont'd)

5. Rates and Charges (Cont'd)

c. CORE CONNECT 2 (1)

- Business Flat Rate Access Line or Key Service
- Hunting (optional)
- Unlimited expanded local calling (where available)
- Choice of the following features and services:
  - Caller ID with Name (includes Anonymous Call Rejection)
  - Call Forwarding
  - Call Forward Busy
  - Call Forward No Answer
  - Call Forward Remote Access
  - Call Waiting/Cancel Call Waiting
  - Call Waiting ID
  - Three-Way Calling
  - Call Transfer
  - Call Return
  - Distinctive Ring
  - Busy Redial
  - Selective Call Rejection
  - Message Waiting
  - Voice Mail (2)

Per Location, Per Month				
Initial Bundle	2nd through 10th bundle			
All Terms	Month-to-Month	One Year Term	Two Year Term	Three Year Term
$55.00	$35.00	$30.00	$27.50	$25.00

(1) Customers must also subscribe to the CenturyTel Long Distance, LLC Business Unlimited (Option 2) long distance plan for each CORE CONNECT 2 line or trunk subscribed.

(2) Deregulated service.

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

H. CORE CONNECT (Cont'd)

5. Rates and Charges (Cont'd)

d. CORE CONNECT 2 LITE

- Business Flat Rate Access Line or Key Service
- Hunting (optional)
- Choice of the following features and services:
  - Caller ID with Name (includes Anonymous Call Rejection)
  - Call Forwarding
  - Call Forward Busy
  - Call Forward No Answer
  - Call Forward Remote Access
  - Call Waiting/Cancel Call Waiting
  - Call Waiting ID
  - Three-Way Calling
  - Call Transfer
  - Call Return
  - Distinctive Ring
  - Selective Call Rejection
  - Message Waiting
  - Voice Mail (1)

Per Location, Per Month				
Initial Bundle	2nd through 10th bundle			
All Terms	Month-to-Month (2)	One Year Term	Two Year Term	Three Year Term
$60.00	$35.00	$30.00	$27.50	$25.00

(1) Deregulated service.

(2) Core Connect 2 LITE customers must initially subscribe to a one-year, two-year or three-year term plan. Month-to-month rates are available upon expiration of a TDP when customers do not renew or select a new TDP option.

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

I. HOME PHONE II[(1)]

1. Description

a. Home Phone II is an optional enrollment plan that permits residence customers to receive Local Exchange Service and additional features and services for a flat monthly rate.

b. Home Phone II customers must subscribe to a qualifying long distance plan.

c. Home Phone II includes the following services and features:

- Residence Flat Rate Access Line

- Choice of the following features:
  Anonymous Call Rejection
  Busy Redial
  Call Forward Busy
  Call Forward No Answer
  Call Forwarding
  Call Forward Remote Access (where available)
  Call Return
  Call Waiting
  Call Waiting ID
  Caller ID
  Cancel Call Waiting
  Message Waiting Indication
  Selective Call Accept
  Selective Call Forward
  Selective Call Rejection
  3-Way Calling
  VIP Alert
  Voice Mail

(1) Available as of December 5, 2014; originally appeared in *General Exchange Tariff Section II* (MS 14-03).

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

J. HOME PHONE II[(1)]

2. Regulations

a. Home Phone II customers may terminate their enrollment in the plan at any time upon notice to the Company.

b. Unless terminated by the Home Phone II customer or the Company, a customer will remain enrolled in the plan, as amended from time-to-time, with any applicable changes in rate, for as long as the plan continues to be offered by the Company.

c. Home Phone II customers are not eligible for promotional offerings associated with the features included in the plan, unless specifically provided for in a promotional offering.

d. Components of Home Phone II will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.

e. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.

f. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.

g. Home Phone II cannot be combined with any other discounts unless otherwise specified.

(1) Available as of December 5, 2014; originally appeared in *General Exchange Tariff Section II* (MS 14-03).

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

K. HOME PHONE II[1]

3. Rates and Charges

a. The monthly rate includes the Local Exchange Service, flat rate EAS, Touch Calling Service, and features only. All other recurring charges applicable to an access line apply to Home Phone II. Among other things, these include but are not limited to, surcharges, subscriber line charges, and taxes. Also, the monthly rate does not include the recurring charges for the qualifying long distance plan.

b. Service Charges, as described in Section II apply for new and additional Home Phone II lines, and moves of existing lines.

c. Service Charges do not apply when Home Phone II replaces existing Local Exchange Service. Service Charges do apply when Customers request a change from Home Phone II back to Local Exchange Service.

	Residence Monthly Rate
Home Phone II [2]	$28.95

[1] Available as of December 5, 2014; originally appeared in *General Exchange Tariff Section II* (MS 14-03).

[2] The customer must subscribe to either CenturyLink Communications, LLC Home Phone II Per Minute long distance plan or CenturyLink Communications, LLC Home Phone II Unlimited long distance plan to qualify for this bundle.

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

CENTURYLINK BUSINESS BUNDLE

A. DESCRIPTION

CENTURYLINK LOCAL TERMS OF SERVICE: CENTURYLINK BUSINESS BUNDLE contains the terms and conditions for CENTURYLINK BUSINESS BUNDLE.

B. RATES AND CHARGES

1. Nonrecurring Charge

Activation Fee, Per Line $50.00

2. Monthly Rates

Per Line, Per Location	Monthly Rate [1]
Initial Bundle	$45.00
2nd through 10th Bundle	19.99

[1] Rates for required long distance and/or non-regulated services apply in addition to the rates for the location portion of this bundled service.

GENERAL EXCHANGE SERVICE

PACKAGED SERVICES (Cont'd)

SECOND LINE BUNDLE[1]

A. Description

A bundled service offering is available to residential customers with at least one residential one- party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers. If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular monthly rate.

B. Rates

	Monthly Rate
Residential Bundle	**$11.95**

ECONOMY PACK BUNDLE

A. Description

The Company will provide residential customers with an access line, the Subscriber Line Charge, Caller Id and Call Waiting. Customers willing to have term commitments will have a $5.00 reduction per month for a 12 month commitment.

B. Rates

	Monthly Rate
Residence Bundle	**$26.95**

[1] **Second Line Bundle was available as a promotional offer through December 31, 2011 and is grandfathered, with availability limited to customers in service as of that date.**

GENERAL EXCHANGE SERVICE

FRAME RELAY ACCESS SERVICE

Effective July 1, 2015, this service will no longer be available to new customers for new orders nor will new orders from existing customers be accepted (except to the extent permitted by a Term Discount Plan).

All existing customers may migrate to another company-provided service at any time without incurring nonrecurring or service charges. Termination Liability Charges will not apply if customers with a Term Discount Plan migrate to another company-provided service prior to expiration of the Term Discount Plan.

Existing customers will be grandfathered as follows:

- **As of July 1, 2015, month-to-month customers will no longer be able to subscribe to this service.**

- **Customers with a Term Discount Plan that expires after July 1, 2015 may retain their Frame Relay Service covered by that Term Discount Plan until the expiration of that Term Discount Plan. Existing Term Discount Plans will not be renewed.**

Frame Relay Access Service (FRAS) is a medium speed, connection-oriented packet-switched data service that allows for the interconnection of Local Area Networks (LANS) or other compatible customer premises equipment for the purpose of connecting to a frame relay network. FRAS also allows for the interconnection of a customer designated premises to a DSL Access Service Connection Point. The terminal equipment accumulates the customer data and puts it into a frame relay format suitable for transmission over the FRAS network. This terminal equipment must conform to American National Standards Institute and Telecommunication Standardization Bureau of the International Telecommunication Union (ITU-T), formerly Committee Consultant de International Telegraphique et Telephonique (CCITT), standards.

FRAS permits customers to share network bandwidth for data transmissions.

The Company concurs in the regulations for the service and description as specified in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 5, ACCESS SERVICE, Section 16 and the rates and charges as set forth in Section 17.4 of the same tariff.

GENERAL EXCHANGE SERVICE

REMOTE CALL FORWARDING

A. General

Remote Call Forwarding (RCF) is a network service that uses a telephone number and electronic central office facilities to forward automatically all calls dialed to the RCF telephone number to the customer's telephone number in another exchange (Terminating Telephone Number).

Remote Call Forwarding is offered subject to the availability of suitable facilities.

A Remote Call Forwarding arrangement includes the equipment necessary to forward one telephone call to a terminating telephone number.

Remote Call Forwarding may be associated with PBX or Centrex Service and with individual line service, except Payphone Service.

Remote Call Forwarding is provided on condition that the customer subscribe to sufficient Remote Call Forwarding arrangements and terminating telephone numbers in order to handle calls adequately without interfering or impairing any services offered by the Company. If, in the opinion of the Company, additional Remote Call Forwarding arrangements or terminating telephone numbers are required, the customer will be responsible for subscribing to these additional arrangements or numbers. In the event the customer refuses to subscribe to these additional arrangements or numbers, the customer's Remote Call Forwarding service shall be subject to termination.

GENERAL EXCHANGE SERVICE

REMOTE CALL FORWARDING (Cont'd)

A. General (Cont'd)

Where additional terminating telephone numbers are requested by the customer or required by the Company for association with the same RCF number, the additional numbers must be of the same class and grade of service and on the same premises as the first terminating telephone number.

Remote Call Forwarding is not represented as satisfactory for data transmission.

Call Forwarding service is not offered for use with a Remote Call Forwarding terminating station.

The Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.

The classification of residence or business service for Remote Call Forwarding arrangements is determined by the class of service of the terminating telephone number.

Charges for calls from originating stations to a RCF telephone number are the responsibility of the originating station, unless the calls are accepted as collect at the terminating telephone number. Charges for the forwarding of calls from the RCF number to the terminating telephone number are the responsibility of the Remote Call Forwarding customer.

For any collect calls placed to the RCF number, charges for calls forwarded to the terminating telephone number apply regardless of whether or not these calls are accepted as collect at the terminating telephone number.

B. Rates

	Per Month
Remote Call Forward, per path	$27.70

*Material appearing on this sheet was moved from Section 2, Sheet 186

SERVICE EXTENSION POLICY**/CONSTRUCTION CHARGES**

Charges applicable under special conditions are located at SPECIAL CONSTRUCTION AND PROVISION/EXTENSION OF FACILITIES.

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

GENERAL REGULATIONS

A1 Ownership, use and maintenance of facilities on customer's premises

B1 Except as provided herein and in the schedules, the utility shall furnish, own and maintain all facilities, including instrumentalities, protective apparatus, and other equipment necessary to provide telephone service. All installations provided shall conform to the established construction standards of the utility.

B2 All instrumentalities and equipment furnished by the utility in connection with a customer's service shall be carefully used and only authorized employees of the utility shall be allowed to connect, disconnect, move, change or alter in any manner any or all of such instrumentalities and equipment.

B3 The customer will be held responsible for loss or damage to any equipment or apparatus furnished by the utility on his premises, unless such loss or damage is due to cause beyond his control.

B4 Except as provided in A2 or A3 below, no apparatus or device not provided or authorized by the utility shall be attached to or used in connection with telephone equipment and facilities provided by the utility. The utility shall have the right to disconnect the service during the continuance of such attachment or connection

CONNECTION WITH CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES

GENERAL REGULATIONS (Cont'd)

A2 Connection with certain customer-provided facilities

B1 General

Facilities owned by the customer may be connected with the facilities of the utility to the extent and in accordance with the provision of B2, B3, and B5 below, when such connection is required by military necessity or public safety, or when the customer-owned facilities are in locations so hazardous, remote or inaccessible that the utility considers it undesirable to install and maintain its own facilities in such locations, or when otherwise provided for herein. All such connections of customer-proved facilities shall be made under and in accordance with the provisions of contract made by and between the utility and the customer.

B2 The United States Government

C1 The Department of Defense

Telephone facilities owned and maintained by the Department o Defense, serving establishments such as are used as military posts, navy yards, naval operation bases, flying fields, training center, munition plants, arsenals, supply bases, military hospitals, navy hospitals, etc., operated and administered by the Department of Defense and commended by military or naval authorities, may be connected with the exchange and toll facilities of the utility.

C2 United States Coast Guard

Telephone facilities owed and maintained by the United States Coast Guard, serving coastal areas, operated and administered by the coastal areas, operated and administered by the coast guard and commanded by coast guard authorities may be connected with exchange and toll facilities of the utility.

C3 United States Forest Service

Telephone facilities owned and maintained by the United States Forest Service in areas in or adjacent to national forests, and operated and administered by the forest service, may be connected with exchange and toll facilities of the utility.

CONNECTION WITH CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES

GENERAL REGULATIONS (Cont'd)

A2 Connection with certain customer-provided facilities (Cont'd)

B3 Powder manufacturing plants, state and federal prisons and other locations of an inaccessible or hazardous nature or where National security is involved.

Telephone circuits owned and maintained by a customer, located on his property in inaccessible or hazardous locations such as powder manufacturing plants, state and federal prisons, etc., or where National security is involved, may be connected with a private branch exchange furnished by the customer by the utility.

B4 Railroad companies

Telephone circuits owned and maintained by a railroad company operating as a common carrier and located upon its property or right of way be connected with a private branch exchange furnished to said Railroad Company of the utility.

Telephones of special types, apparatus and circuits owned and maintained by such railroad company, located upon its property or right of way and used in dispatching trains by telephone, may be connected with the switchboard of a private branch exchange furnished to said railroad company by the utility. Such connection may not be used for exchange or toll service except in case of public emergency.

B5 Electric light, power, natural gas, water, pipeline and oil companies

Telephone circuits owned and maintained by an electric light, power, natural gas, water, pipe line or oil company and not located wholly within an exchange area may be connected with a private branch exchange furnished to said company by the utility.

Stations of a private telephone system owned and maintained by such company may be connected with stations on a private branch exchange furnished to said company by the utility. Such connection may not be used for exchange or toll service except in case of public emergency.

CONNECTION WITH CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES

GENERAL REGULATIONS (Cont')

A3 Customer-provided equipment

B1 Customer-provided equipment may be connected at the customer's premises to facilities of the utility for use with individual line exchange service in compliance with Part 68 of F.C.C. Docket No. 19528, as provided for herein. The utility will not allow intermixing of customer and utility provided equipment serially installed beyond the point of demarcation. The point of demarcation is as set forth under Section VI, Definitions.

B2 Customer-provided equipment connected prior to January 1, 1977 (non-registered grandfathered equipment) may remain connected and be moved or reconnected thereafter for the life of the original equipment unless subsequently modified.

B3 The Utility may make changes in its equipment, operations or procedures where such action is not inconsistent with Part 68 of F.C.C. Docket No. 19528.

B4 Ringer equivalence of customer-provided equipment connected to the same line will not exceed the allowable maximum for that line as determined by the Utility.

CONNECTION WITH CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES

GENERAL REGULATIONS (Cont')

A3 Customer-provided equipment (Cont'd)

B5 Responsibility of the Utility

C1 In compliance with Part 68 of F.C.C. Docket No. 19528, the Utility will not be responsible to the customer or otherwise should necessary changes be made in utility's facilities, operations or procedures which may render any customer-provided equipment obsolete, require modification or alteration to such equipment or otherwise affect its use or performance.

C2 Customer service may be disconnected if customer-provided equipment is causing harm to utility's facilities.

C3 The utility shall not be responsible for the installation, operation or maintenance of any customer-provided equipment. The facilities of the utility are not represented as adapted to use of customer-provided equipment and where such customer-provided equipment is connected to utility's facilities the responsibility of the utility shall be limited to the furnishing of facilities suitable for telephone service and to the maintenance and operation of such facilities in a manner proper for such service; subject to this responsibly the utility shall not be responsible for the through transmission of signals generated by the customer-provided equipment or for the quality of, or defects in such transmission, or the reception of signals by the customer-provided equipment.

CONNECTION WITH CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES

GENERAL REGULATIONS (Cont'd)

A3 Customer-provided equipment (Cont'd)

B6 Responsibility of the customer

C1 In compliance with Part 68 of F.C.C. Docket No. 19528, customer-provided equipment may only be connected to individual line exchange. The customer shall notify the utility of each line to which said equipment is to be connected and shall notify the utility when such equipment is permanently disconnected. The customer will also provide the utility with the F.C.C. Registration Number and ringer equivalence number of the customer-provided equipment.

C2 All combinations of customer-provided registered or non-registered equipment (including but not limited to wiring) shall be installed, operated and maintained in compliance with requirements set forth in Part 68 of F.C.C. Docked No. 19528. No combination of customer-provided registered or non-registered equipment(including but not limited to wiring), shall cause electrical hazards to Utility personnel, interfere with the operation of or cause harm to utility's equipment or facilities, or interface with service of persons other than the user of such equipment.

C3 Upon notice from the utility that the equipment of the customer is causing or is likely to cause such interference or hazard, the customer shall make such changes as may be necessary to remove or prevent such interference of hazard. The utility may discontinue service for failure to comply with these provisions.

C4 The customer shall be responsible for payment of all utility charges for visits by the utility to customer's premises where a service difficulty or trouble report results from customer-provided equipment. The amount to be charged will be computed as set forth Section 2, Maintenance of Service Charge.

CONNECTION WITH CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES

GENERAL REGULATIONS (Cont'd)

A3 Customer-provided equipment (Cont'd)

B7 Violation

C1 Except as set forth in Part 68 of F.C.C. Docket No. 19528, where any customer-provided equipment is used in violation of any of the provisions of the local terms of service, the utility will take such immediate action as is necessary for the protection of its facilities and network and will promptly notify the customer of the violation. The customer shall discontinue use of the equipment or correct the violation and shall confirm in writing to the utility within 10 days, following the receipt of written notice from the utility, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the utility within the time stated shall result in termination of the customer's services until such a timer as the customer complies with the provisions of these terms of service.

B8 Company liability

C1 The customer indemnifies the utility against and hold the utility harmless from any and all losses, claims, demands, causes of action, damages, costs or liability, in law or in equity, of every kind and nature whatsoever (including, without limiting the generality of the foregoing, losses, claims, demands, causes of action, damages, costs or liability for libel, slander, fraudulent or misleading advertising, invasion of the right of privacy, or infringement of copyright of patent) arising directly or indirectly from the material transmitted over its facilities or arising directly or indirectly from any act or omission of the customer or the calling party while using or arising from combing with, or using in concurrence with facilities of the utility, any equipment or systems of the customer.

CONNECTION WITH CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES

CUSTOMER PROVIDED TERMINAL EQUIPMENT

Customer-provided terminal equipment may be used with the facilities furnished by the Telephone Company, for exchange telecommunications service, as specified in the following items.

Terminal Equipment

A. Data Transmitting and/or receiving Terminal Equipment

Customer-provided data transmitting and/or receiving terminal equipment which involves direct electrical connection to the facilities furnished by the Telephone Company may be used with such facilities for exchange and long distance message, telecommunications service either through a data set, or a data access arrangement, provided by the Telephone Company as described in this terms of service. Use of such service is on a two-point basis.

Data Set – Where the customer elects to use customer-provided data transmitting and/or receiving terminal equipment with a data set furnished by the Telephone Company, the data set shall perform the function of:

(1) Network Control Signaling

Conditioning the data signals generated by the customer-provided equipment to signals suitable for transmission by means of Telephone facilities, and

Conditioning signals transmitted by means of Telephone Company facilities to data signals suitable for reception by customer-provided equipment.

Teletypewriter equipment when used with a data set may be provided by the customer or the Telephone Company, at the option of the customer.

Data Access Arrangement – Where the customer elects to use customer-provided data transmitting and/or receiving terminal equipment through a data access arrangement:

The customer shall furnish the equipment, which performs the functions of data signal conditioning referred to above. The Telephone Company shall furnish the data access arrangement for use with the network control-signaling unit.

(2) Acoustic, Inductive Connections

Customer-provided data transmitting and/or receiving terminal equipment may be acoustically or inductively connected with Telephone Company network control-signaling unit. It the acoustical device requires a change to a different instrument, a one-time change charge based on cost will be required.

CONNECTION WITH CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES

CUSTOMER PROVIDED TERMINAL EQUIPMENT (Cont'd)

Terminal Equipment (Cont'd)

B. Voice Transmitting and/or receiving Terminal Equipment

Customer-provided voice transmitting and/or receiving terminal equipment which involves direct electrical connection to the facilities furnished by the Telephone Company for exchange service may be used with such facilities in accordance with the following:

(1) The connection shall be made through a Telephone Company network control signaling unit and a connecting arrangement, which shall be furnished, installed and maintained by the Telephone Company.

(2) Customer-provided voice transmitting and/or receiving terminal equipment may be acoustically or inductively connected with Telephone Company facilities for exchange service provided the acoustic or inductive connection is made externally to a Telephone Company network control signaling unit.

CONNECTION WITH CUSTOMER PROVIDED PRIVATE MOBILE RADIOTELEPHONE SYSTEMS

Telephone instruments furnished by the Telephone Company may be used alternately with customer-provided private mobile radiotelephone systems. Transfer of Telephone Company instruments to the alternate position for communication with private mobile radiotelephone system will be made by means of a switching and interface arrangement furnished by the Telephone Company.

RATE AND CHARGES

Rates and charges not listed for equipment and facilities specifically covered by this terms of service will be provided based on cost, plus 20%.

CONNECTION WITH CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES

COPLER ARRANGEMENT

		Installation Charge	Rate per Month
Data Access Coupler for connection of Customer-provided data transmitting Equipment-(manual operation)	DATA CPLR 1097	$25.00	$2.50
Type 1001B Data Coupler	1001B CPLR 1331	25.00	4.50
Type 1001A Data Coupler	1001A CPLR 1332	25.00	9.50
Type 829 Coupler	DATA Coupler	25.00	18.00

VOICE COUPLING ARRANGEMENT

Voice Coupler (manual)	VOICE CPLR 1098	10.00	4.00

INTERCONNECT DEVICE

(Burglar Alarm, Recorders, etc.)			4.50

CREDIT FOR CUSTOMER-PROVIDED TELEPHONE INSTRUMENTS

Where a customer provided instrument (non-key) is used, in lieu of a Telephone Company provided instrument, as a main or extension station with individual line residence or business exchange service, a monthly credit of $.60 per telephone instrument not provided by the Telephone Company shall be applied.

CONNECTION WITH CUSTOMER-PROVIDED
EQUIPMENT AND FACILITIES

CONNECTION ARRANGEMENT

A connecting arrangement provides a device which will permit the attendant to hold an incoming call on a line, dial out on a local line and then physically interconnect the incoming line with the outgoing line so that the two parties may talk directly.

The Telephone Company shall not be responsible for the quality of transmission, which may result from such connections.

The connection arrangement shall not be used in connection with foreign exchange lines, WATS, or on lines which are extended to other attendants' positions. Calls may be extended beyond the local service calling area over the Long Distance Telecommunications Network only.

The customer indemnifies the Telephone Company against and hold the Telephone Company harmless from any and all losses, claims, demands, causes of action, damages, costs of liability in equity, of every kind and nature whatsoever including, without limiting the generality of the foregoing losses, claims, demands, causes of action, damages, costs of liability for (1) libel, slander, invasion or rights of privacy or (2) failure in transmitting, receiving or delivering messages over the facilities of the Telephone Company and/or connecting companies arising directly or indirectly from any act or omission of the customer or of any third party while using or attempting to use service and/or equipment provided by the Telephone Company.

RATES

Connecting Arrangement		Rate per Month
Common Equipment (maximum 5 lines)	CON ARG CE 1179	$13.00
Line Equipment, each	CON ARG LE 1180	9.75

GENERAL REGULATIONS

1. Application of Regulation

   A. The regulations set forth herein apply to intrastate services and facilities furnished within the State of Mississippi by HOME TELEPHONE COMPANY hereinafter referred to as the Company, subject to the jurisdiction of the Public Service Commission.

   B. When services and facilities are provided in part by the Company and to part by other companies, the regulations of the Company apply only to that portion of the service or facilities furnished by it.

2. Undertaking of the Company

   A. The Company does not undertake to transmit messages, but offers the use of its facilities, where available, for communication between parties subject to the terms and conditions specified in these regulations.

3. Applications for Services

   A. Applications for service and facilities made orally or in writing become contracts upon the establishment of the service or facility.

   B. Any change in rates or regulations prescribed by the Mississippi Public Service Commission modifies the terms and regulations contained in contracts for service to the extent of such change.

4. Applications for Business Rates

   Business Rates Apply at the Following Locations:

   A. In offices, stores, factories, and other places of a strictly business nature.

   B. In boarding houses and rooming houses with more than five rooms available for rent (except as noted under Application of Residence Rates, P 2, this section, colleges, clubs, lodges, schools, libraries, churches, (except in the pastor's study), lobbies and halls of hotels, apartment buildings, hospitals, and private and public institutions.

   C. At a residence location when the customer has no regular business telephone service and the use of the service by himself, members of his household, or his guests is more of a business than residential nature as might be indicated by advertising through newspapers, hand-bills, billboards, circulars, business cards, or otherwise.

   D. In general, in any place where the substantial use of the service is occupational rather than domestic.

GENERAL REGULATIONS

4. Application of Business Rates (Cont'd)

   E. At residence locations when the customer has no regular business telephone and the use of the service either by himself, members of his household, or his guest, or parties calling him can be considered as more of a business than a residence nature, which fact might be indicated by advertising matter, such as on vehicles, etc., or when such business use is not such as commonly arises and passes over to residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

   F. Where the place of business and residence of a customer are in the same premises and no telephone is installed in the place of business, the business rate shall be charged for the telephone installed in the residence.

   G. At residence locations, when an extension station or extension bell is located in a shop, office or other place of business.

   H. At any location where the listing of service at that location indicates a business, trade or profession, except as specified below.

5. Application of Residence Rates

   A. Residence rates apply in private residence where business alphabetical or classified telephone directory listings are not provided.

   B. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the customer's use, and elsewhere in rooming houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, provided business telephone directory listings are not furnished.

GENERAL REGULATIONS

5. Application of Residence Rates (Cont'd)

   C. In the places of residence of a clergyman, and in the place of residence of a physician, dentist, veterinarian, surgeon or other medical practitioner, provided the customer does not maintain an office in the residence. In the residence of a Christian Science practitioner, nurse, or midwife, or in the office of any of this group of persons, provided the office is located in the customer's residence and is not part of an office building. In any of such cases the listing may indicate the customer's profession, but only in connection with an individual name. If listings of firms or partnerships, etc., or additional listings of persons not residing in the same household are desired, business rates apply.

   D. Where the place of residence and business of a customer are in the same premises and the only telephone is installed in the place of residence, the business rates shall be the applicable rate to be charged for the telephone installed in the residence.

6. Advance Payments

   A. At the time an application for service is made, an applicant may be required to pay an amount equal to at least one month's service and/or installation charges which may be applicable, in addition to such special construction and installation charges as are to be borne by the applicant. The amount of the advance payment is credited to the customer's account on the first bill rendered.

   B. Federal, State or Municipal governmental agencies may be required to make advance payments.

7. Establishment of Credit

   A. The Company is not obligated to establish, furnish, or continue to furnish service to any individual or firm that owes for service previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company. In order to insure the payment of all charges due for its service, the Company may require the customer (any) to establish and maintain his credit in one of the following ways:

      1. By furnishing acceptable credit reference to the Company.

      2. By providing a suitable guarantee in writing, in a form prescribed by the Company.

      3. By means of a cash deposit.

GENERAL REGULATIONS

7. Establishment of Credit (Cont'd)

   B. The Company shall be the sole judge as to whether or not the reference or guarantee in writing are acceptable.

8. Deposits

   A. A deposit may be required for the purpose of establishing a customer's credit but shall not exceed his estimated bill for exchange service and toll charges for one normal billing period plus thirty (30) days. The Company may require the customer to increase the amount of the deposit at any time if, in its opinion, the charges billed against the customer are found to warrant such an increase.

   B. Deposit not to affect regular collection practices. The fact that a deposit has been made shall in no way relieve the applicant or customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation, nor constitute a waiver or modification of the regular practices of the Company providing for the discontinuance of service for nonpayment of any sums due the Company for services rendered. The Company without regard to the fact that such customer has made a deposit with the Company with a guarantee in writing of such bills.

   C. Interest to be paid on deposits. Interest will be paid as ordered by the Mississippi Public Service Commission.

   D. The Telephone Company will comply with rules concerning deposits as ordered by the Mississippi Public Service Commission.

9. Discontinuance of Service for Failure to Maintain Credit

   A. Service may be discontinued for failure to maintain credit, as specified above, within five days after the Company has served or mailed notice requiring the customer to do so.

GENERAL REGULATIONS

10. Restoral of Service Charge

    A. Where service has been discontinued for failure to maintain credit as specified above, the restoral of service charge will be made and collected by the Company.

11. Provision of Equipment

    A. All equipment necessary for the provision of a given service will be furnished and owned by the Company except as provided elsewhere in this terms of service. The customer may be required to provide suitable housing or other protective measure where equipment is to be installed in locations exposed to weather or other hazards. Commercial power will be furnished by the customer at a suitable outlet when and where required.

    B. The Telephone Company shall not be required to attach its facilities to facilities not owned and installed by it, nor shall facilities not furnished by the Telephone Company be attached to or connected with facilities furnished by the Telephone Company, whether physically, acoustically, by induction, or otherwise, unless provided elsewhere in the document or unless written permission is obtained from the Telephone Company. In case any such unauthorized attachment or connection is made, the Telephone Company shall have the right to disconnect the same or to suspend service during the continuance of said attachment or connection or to terminate the service. The Telephone Company shall have the right to make a charge sufficient to recover any losses experienced as a result of such unauthorized attachments or connections, including but not limited to the cost to disconnect service.

    C. The provisions of the preceding shall not be construed or applied to bar a customer from using devices which serve his convenience in his use of the facilities of the Company provided any such device so used does not:

        1. endanger the safety of Company employees or the public:

        2. damage, require change in or alternation of, or involve direct electrical connection to, the equipment or other facilities of the Company, unless as provided for else-where in this document:

        3. interfere with the proper functioning of such equipment or facilities:

        4. impair the operation of the communication system:

        5. otherwise injure the pubic in its use of the Company’s services.

GENERAL REGULATIONS

11. Provision of Equipment (Cont'd)

D. Except as otherwise provided in this local terms of service, nothing herein shall be construed to permit the use of a recording device, or of a device to inter-connect any line or channel of the Company with any other communication line or channel of the Company or of any other person.

E. Devices provided by the customer to obtain quietness or privacy may be used in conjunction with the telephone instrument furnished to the customer by the Company provided that:

1. such device does not involve direct electrical connection to the equipment of the Company, any change in or alteration of such equipment:

2. such device does not interfere with its proper functioning or damage it in any way.

F. Facilities of an electrical power company or oil, oil products or natural gas pipe line company, or railroad company, provided primarily to communicate with points located along a right-of-way (Including premises of such company anywhere in cities, towns, or villages along the right-of-way) owned of controlled by such company, may be connected with Private Branch Exchange, station, or private line facilities furnished by the Company subject to certain conditions.

12. Customer Billing

A. The customer is responsible for all charges in conjunction with the services furnished him including collect toll messages, which have been accepted at the customer's telephone.

B. Monthly recurring charges are billed in advance and toll charges are billed in arrears. Special billing arrangements may be established for services provided to Governmental agencies.

C. Customers that willfully destroy telephone property will be billed price of destroyed property plus as a minimum, a minimum service charge.

D. The minimum service charge will be billed when a temporary disconnect is made because receiver is left off hook and it becomes necessary to make a service call to clear line.

E. Bills are due when rendered unless otherwise specified on the bill and may be paid at any business office of the Company or at any agency authorized to receive such payments.

GENERAL REGULATIONS

12. Customer Billing (Cont'd)

F. For billing purposes each month is presumed to have thirty days.

G. Retroactive billing adjustments will not be made for a period exceeding three years.

H. The Company may temporarily suspend service in the event the customer fails to pay any amount due.

13. Minimum Contract Period

A. Except as specified elsewhere in the local terms of service, the minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month. For purpose of rate administration each month is considered to have thirty days.

B. The Company may require a contract period longer than one month at the same location in connection with special types or arrangements of equipment, or for unusual construction, necessary to meet specific demands for service.

14. Abuse or Fraudulent Use of Service

A. The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of service includes:

1. the use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for service:

2. the obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit devise, or by or through any other fraudulent means or devise, whatsoever, with intent to avoid the payment: in whole or in part, or the regular charge for such service:

3. the use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another:

GENERAL REGULATIONS

14. Abuse or Fraudulent Use of Service (Cont'd)

A. The service is furnished subject to the condition … (Cont'd)

4. the use of profane or obscene language:

5. the use of the service in such manner as to interface unreasonably with the use of the service by one or more other customers:

15. Use of Service for Unlawful Purposes

A. The service is furnished subject to the condition that it shall not be used for the purpose of making or accepting bets, furnishing information or for any other purposes in connection with any gambling scheme, business or device, or for any similar unlawful purpose. Any customer whose service is to be discontinued or any applicant to whom service is to be denied under this regulation will be notified by the Company of his right to a hearing by the Mississippi Public Service Commission to determine whether or not such service is being used or will be used in violation of this rule. Upon complaint to the Commission by any applicant or customer who is affected by the refusal or discontinuance of service in accordance with this rule, such service shall be provided, continued or restored if the Commission shall determine that the service has not been used or is not intended to be used in violation of this rule.

16. Termination of Service

A. By the Company

1. The Company may refuse to furnish or may terminate the service and remove its equipment under the following circumstances, provided suitable notice has been given to the customer:

a. upon the continuance of any unpaid amount due for a period of 5 days following temporary suspension:

b. upon the continuance of any unauthorized attachment or connection of customer owned facilities with facilities provided by the Company:

c. upon objection to the furnishing of a service made in writing by or on behalf of any governmental law enforcement agency acting within its jurisdiction, on the grounds that such service is, or will be, used for an illegal purpose:

d. upon the use of a service in such a manner that in the opinion of the Company, constitutes abuse or fraud or may tend to injuriously affect the efficiency of the Company's plant, property or service:

e. upon a violation of any of the regulations governing the furnishing of a service.

GENERAL REGULATIONS

16. Termination of Service (Cont'd)

A. By the Company

2. A termination charge of $15.00 will be applied to the account of any customer who does not make it possible for removal of all telephone equipment from premises upon termination of service. No charge will be applied if equipment is removed at time of termination.

B. At Customer's Request

1. Contracts for service may be terminated prior to the expiration of the contract period provided advance notice is given to the Company and upon agreement to pay all charges due for the service furnished, plus any termination charges which might be applicable.

2. Where a contract for service with one-month minimum period is cancelled before establishment of the service is completed, a charge not to exceed the service charge specified, is applied if all or a portion of the facilities have been installed.

3. No minimum or termination charge will apply (unless otherwise stated specifically in this document) where a new customer takes over the service of the former customer provided the service is to be furnished at the same location without interruption and that the new customer assumes all unpaid charges on the original contract. Minimum and termination charges will apply for any service furnished under the original contract, which is not retained by the new customer.

4. No minimum or termination charge will apply in the event the service is terminated because of condemnation, destruction, or damage to property by fire or other cause, beyond the control of the customer.

GENERAL REGULATIONS

17. Resale of Service

A. The resale of any service, provided by the Company is not permitted except as provided elsewhere in this document or as specifically authorized by the Company.

18. Telephone Numbers

A. The customer has no property right to the telephone number not any right to continuance of service through any particular central office.

B. The Company reserves the right to change the customer's number or the central office associated with such number, or both, as may be required for the proper conduct of its business.

19. Directories

A. The Company will furnish to its customers, without charge, its directories as necessary for the efficient use of the service. Copies of other directories may be provided at a nominal charge.

B. Directories regularly furnished to customers shall remain the property of the Company. No binder, holder, or auxiliary cover, except as provided or authorized by the Company shall be used in conjunction with any directory furnished by the Company.

C. No liability for damages arising from errors in or omissions of directory listings, or listings obtained from the "Information Operator" shall attach to the Company. In the case of additional or extra listings for which a charge is made, its liability shall be limited to the monthly rate for each such listing for the charge period during which the error or omission continues.

20. Alterations

A. The customer agrees to modify the Company promptly whenever alternations or new construction on premises owned or leased by him necessitate changes in the Company's wiring or equipment: and the customer agrees to pay the Company's current charges for such changes.

GENERAL REGULATIONS

21. Party-Line Service – Use Of

    A. Applications for party-line service are accepted by the Company with the understanding that each customer will so use the service as not to interfere with an equitable proportionate use of the service by the other customers on the same line. When the duration or number of messages sent or received by a party-line customer is so great as to prevent an equitable proportionate use of the line by other customers on the line, the Company shall have the right to require the customer to contract for a higher grade of service, or to discontinue the service of the customer in question. The Company reserves the right to limit the continuous use of a party-line for a local message to five minutes.

22. Customer Service – Use Of

    A. Customer telephone service is furnished only for use by the customer, his family, employees or business associates, or persons residing in the customer's household, except as the use of the service may be extended to joint users or to persons temporarily subleasing a customer's residential premises. The Company has the right to refuse to install customer service or to permit such service to remain or premises of a public character when the station is so located that the public-in-general, patrons of the customer may make use of the service. At such location, however, customer service may be installed, provided the instrument is so located that it is not accessible for public use.

23. Obligation of the Company for:

    A. Furnishing of Service

        1. The Company's obligation to furnish service is dependent upon its liability to secure and retain without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary circuits and equipment.

        2. The Company will be reimbursed for any lose or damages to its facilities on the customer's premise resulting from intentional destruction or any other cause except from fire or unavoidable accidents.

        3. Access to customer's premises, at any reasonable hour, will be given to representatives of the Company for the purpose of inspecting, repairing, testing or removing any part of the Company's facilities.

GENERAL REGULATIONS

23. Obligation of the Company for: (Cont'd)

B. Liability

1. The liability of the Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission occurring in the course of furnishing service and not caused by negligence of the customer shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occurs.

2. The customer indemnifies and saves the Company harmless against the following:

a. Acts or omissions of other companies when their facilities are used in connection with the Company's facilities to provide service.

b. Any defacement or damage to the customer's premises resulting from the existence of the Company's instruments, apparatus and associated wire on such premises, or from the installation or removal thereof, when such defacement or damages is not the result of the negligence of the Company, or its employees.

c. Any accident, injury, or death occasioned by its equipment or facilities, when such is not due to the negligence of the Company.

d. Claim for libel, slander, or infringement of copyright arising from the material transmitted or recorded over its facilities; claims for infringement of patents arising from combining with, or using in connection with, facilities of the Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Company.

e. Liability for failure to provide service.

f. Liability for telephone directories is covered elsewhere in this section under Directories.

g. Unauthorized Access and Hacking - Except for physical damage to Customer's transmission facilities or Customer premise equipment directly caused by the Company's negligence or willful misconduct, the Company is not responsible for unauthorized access to, or alteration, theft, or destruction of, Customer's data, programs or other information through accident, wrongful means or any other cause while such information is stored on or transmitted across Company-provided network facilities or Customer premise equipment.

GENERAL REGULATIONS

24. Special Construction

Charges applicable under special conditions are located at SPECIAL CONSTRUCTION AND PROVISION/EXTENSION OF FACILITIES.

GENERAL REGULATIONS

24. Special Construction (Cont'd)

This page is reserved for future use.

GENERAL REGULATIONS

25. Special Assemblies of Equipment or Speculative Projects

A. Special assemblies of equipment or speculative projects for which provision is not otherwise made in this document may be provided where practicable, if not detrimental to any of the services by the Company.

1. The charge for such facilitates may be in the form of an installation charge, a monthly charge, a termination charge or any combination thereof, and will include, when applicable, one or more of the following estimated expense items associated with the special equipment or service provided:

(a) maintenance expense
(b) depreciation expense – including reusable and nonrecoverable items
(c) administrative expense
(d) taxes – including Federal Income Tax
(e) any other specific items of expense that may be associated with the facility provided
(f) a reasonable return on investment

2. The estimated installation cost used in the derivation of the various expense items shall include the following:

(a) material
(b) material overhead
(c) installation labor
(d) installation labor overhead

B. In connection with Marketing and Sales studies, Marketing and Sales programs, the Company reserves the right to waive service connection charges, move and change charges, and recurring monthly service charges within specified areas for such periods of time as designated by the Company.

GENERAL REGULATIONS

26. Advance Wiring

Where requested, and while the state of the construction permits, the Company may install concealed inside wiring in single and two-family residences. This includes arrangements for an individual or party line service and extension telephones, and for jacks installed at the outlets either at the time of installing Advance Wiring or when service is established. Pre-wiring will be charged at the multi-element charges, billed at the time service is connected, based upon the number of pre-wired outlets. Where the type of construction in larger residence structure permits, or where more than one line is included, Advance Wiring will be provided at charges based on the circumstances in each case.

27. Taxes and Fees Chargeable to Customers

In the event a municipality, county or other political subdivision of the State of Mississippi imposes upon, or collects or receives from, the Company, any license, occupation, franchise, privilege, inspection or other similar tax or fee, or collects or receives any payment from the Company based upon an increase in any other tax, fee or assessment ratio, of whatever nature or kind, whether in a lump sum, or at a flat rate, or based on receipts, or based on property value, or based on poles, wires, conduits or other facilities, or otherwise, the amount of such tax, fee or payment, to the extent not included as a part of the cost of furnishing services in the fixing of the rates and charges for such services by the Mississippi Public Service Commission, shall be added to the sales price of the Company's customers receiving local service within the municipality, county or other political subdivision collecting such taxes or receiving such payment.

28. Interruption of Service

When a customer's telephone service is reported or found to be interrupted, if will be restored as promptly as possible but, in the event it remains out of order through no fault of the customer, in excess of forty-eight consecutive hours after knowledge by the Company of the interruption, the telephone company will, upon application by the customer, refund the pro-rata part of that months charges for the period of days during which the telephone service was not provided. This refund may be accomplished by a credit on a subsequent bill for telephone service.

GENERAL REGULATIONS

29. Discounts

Upon proper Company approval, the Telephone Company will grant discounts from standard rates for service furnished under either one of the two following classifications:

1. Official Service
2. Discounted Service

1. Official Service

Official service is service furnished for the conduct of the Company's business, and is generally furnished through telephones located in the Company's offices, or in residences of employees or agents whose duties require that they be readily accessible to call at any time.

2. Discounted Service

The same rules and regulations are applicable to employees and retirees of the Company as are applicable to the general public. Certain telephone services will be furnished to Company employees and Company retirees at reduced rates as authorized by Company practices and procedures.

30. Provisions For Night And Weekend Installation/Or Moves

When a customer specifically request that initial service be established, or existing service be moved to another location, at night, holidays or weekends then all non-recurring installation fees will be at 150% of the applicable charges.

31. Customer Provided Telephone Equipment

Customer provided telephone terminal or station equipment complying with the provisions of Part 68, Connection of Terminal Equipment to the Telephone Network (May, 1976), of the Federal Communications Commission's Rules and Regulations may be connected to the lines of the company as specified in such Rules and Regulations. The company is not responsible for the maintenance, repair or performance of customer provided equipment and may temporarily discontinue service, upon advance notice, to equipment causing harm to the company's facilities and equipment.

GENERAL REGULATIONS

32. Late Payment Charge

A late payment charge of **4% or $7.00** will apply to each subscriber's bill for regulated charges (including amounts billed in accordance with a dealing with the Billing and Collection Services) when any undisputed portion of all new regulated charges on the subscriber's previous month's bill has not been paid in full prior to the next billing date. The late payment fee shall not apply for government agencies.

33. Returned Check Charge

An administrative charge will be applied by the Company to the subscriber's account each time a check or bank draft is not accepted by the subscriber's financial institution on which it is written.

A. Returned check/bank draft

	Rate
(1) Each	$**25.00**

34. Copy of Bill

A printed additional copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit.

A nonrecurring charge applies for each printed copy furnished.

	Residence	Business
Charge per copy	$4.00	$7.00

GENERAL REGULATIONS

35. Rural ILEC Price Regulation Plan

A. Definitions

The following definitions will apply to the terms as used in this Rural ILEC Price Regulation Plan for Rural Incumbent Local Exchange Companies.

1. Basic Service Category – Residence and Business One Party Services.

2. Bundled Service – Any regulated Telecommunications Service offered by the Company in combination with one or more of the following components:

   a. An affiliate's Telecommunications and/or non-Telecommunications service; and/or
   b. A non-Telecommunications Service; and/or
   c. A non-affiliated third party provider's Telecommunications and/or non-Telecommunications Service; and/or
   d. A Telecommunications Service or other product not regulated by the Commission.

3. Business Day – Any calendar day excluding Saturdays, Sundays, and any Federal, State, or local holiday on which the company does not open for substantially all of its business functions.

4. Commission – Mississippi Public Service Commission

5. Contract Service Arrangement (CSA) – An arrangement whereby the Company provides service pursuant to a contract between the Company and a customer. Such arrangements include situations in which the services are not otherwise available through the Company's local terms of service or tariffs, as well as situations in which the services are available through the Company's local terms of service and/or tariffs, but in order to meet competition the Company is lawfully permitted to offer those services at rates other than those set forth in its tariffs/local terms of service.

6. FCC – Federal Communications Commission

7. ILEC/Company – A rural incumbent local exchange company certificated by the Commission to provide telecommunications services in its established franchised serving area.

8. Interconnection Service Category – Services that allow other telecommunications providers to interconnect to the Company's networks and/or provide telecommunications services. Interconnection services include switched and special access service, local interconnection services, and other services that are required by telecommunications providers.

9. New Service – A regulated service that is not offered by the Company as of the effective date of this Plan, but which is subsequently introduced.

GENERAL REGULATIONS

35. Rural ILEC Price Regulation Plan (Cont'd)

A. Definitions (Cont'd)

10 Optional/Discretionary Service Category – Services that are optional and discretionary to the customers including Area Calling Plan Services.

11. Package Service – A combination of tariffed Telecommunications Services, regulated by the Commission, offered by the Company where each of the individual services combined could otherwise be purchased separately. Multi-Feature Discounts are considered a Package Service.

12. Plan – Rural ILEC Price Regulation Plan

13. Residential (R1) and Business (B1) Local Service Revenues – Includes revenues for the following services: One-Party Residence, One-Party Business, Residence and Business Area Calling Plan ("ACP") access line and associated local usage (Note: local usage charges are not to exceed the charge for capped usage), applicable service connection charges, stand-alone Custom Calling and Advanced Calling Features, as well as, any other applicable regulated revenues associated with the provision of Residence and Business local service. For bundles or packages, where no separate identification can be made for: an access line, usage or features; 50% of the retail price of such offerings will be imputed for local revenues.

14. Staff – Mississippi Public Utilities Staff.

15. Term – The original Plan was extended for five (5) years and shall expire on June 30, 2017. Reviews shall be held among the Commission, the Staff and the Companies at twenty-four (24) and forty-eight (48) month intervals during the duration of the term beginning June, 2013. The plan may be extended beyond its original Term by order of the Commission.

B. Provisions of the Plan

1. Applicability of the Plan

The plan will apply to all tariffed services offered by the Company regulated by the Commission. The effective date of the Plan is July 11, 2013.

2. Modifications of the Plan

Any and all modifications to this Plan will be prospective only and shall be subject to approval by the Commission.

GENERAL REGULATIONS

35. Rural ILEC Price Regulation Plan (Cont'd)

B. Provisions of the Plan

3. Tariff Requirements

a. General Requirements

Tariffs shall be filed specifying applicable rates, terms and conditions for services offered.

(1) Rate reductions may be effective on one day's notice unless disapproved, modified or otherwise suspended by the Commission for a term not to exceed one hundred twenty (120) days.

(2) All other tariff filings may become effective after thirty (30) day's notice unless disapproved, modified or otherwise suspended by the Commission for a term not to exceed one hundred twenty (120) days.

(3) Minimum and maximum rates for Optional services may be filed requesting thirty (30) day approval. Rate changes within such bands can be approved on seven (7) days' notice, unless disapproved, modified or otherwise suspended by the Commission for a term not to exceed one hundred twenty (120) days.

(4) The Company will provide customer notification by bill message, bill insert, direct mail or electronic message to all affected customers of any rate increase. Notice of a rate increase shall include, at a minimum, the effective date of the rate change(s) and the new rate(s).

b. The Company will provide confidentially the terms, conditions, and rates of any CSA upon request by the Commission or Staff.

GENERAL REGULATIONS

35. Rural ILEC Price Regulation Plan (Cont'd)

B. Provisions of the Plan (Cont'd)

4. Pricing Rules

a. As of the effective date, this Plan capped rates for services in the Basic Service Category at then current rates for three (3) years. Thereafter, within each consecutive two (2) year period, the Company is allowed to increase these rates up to two percent (2%). Exception 1: Companies with One-Party rates below $16.20 after a three (3) year cap, are allowed to increase rates up to the greater of three percent (3%) or one (1) dollar within each consecutive two (2) year period. Exception 2: Companies are allowed to adjust rates to meet any rate floors established by the FCC. However, such an increase is to produce no threshold rate above the $16.20 level. Increases that bring basic rate levels up to the $16.20 rate level will result in future rate increases being limited to no more than two percent (2%) within each consecutive two (2) year period going forward. The rates for the Basic Service Category may be adjusted as required by any governmental mandate subject to approval of the Commission pursuant to B.9 below.

b. As of the effective date, this Plan capped rates for services in the Optional Discretionary Service Category at current rates for one (1) year. Thereafter, such rates may be increased within each consecutive two (2) year period, up to four percent (4%) per item or twenty-five (25) cents per item whichever is greater. Exception: Companies are allowed to adjust rates to meet any rate floors established by the FCC. Rates for services in the Optional Discretionary Service Category may be adjusted as required by any governmental mandate subject to approval of the Commission pursuant to B.9 below.

c. Intrastate access rates are capped at then current rates as of July 11, 2013. Intrastate access rates may be adjusted on the Commission's own motion or as required by any governmental mandates pursuant to B.9 below. Intrastate access rates are included in the Interconnection Service Category.

d. Package and Bundled Services are priced at the discretion of the company and may vary by exchange.

5. Depreciation

Under this Plan, each Company may determine and set its own depreciation rates.

GENERAL REGULATIONS

35. Rural ILEC Price Regulation Plan (Cont'd)

B. Provisions of the Plan (Cont'd)

6. Qualification Criteria

a. Each Company will provide to both residential and business customers at least one optional call plan.

b. Each Company was required to make broadband service available to eighty percent (80%) of its Mississippi customers within two (2) years from the effective date. A Company's broadband penetration deployment rate may be calculated, at the Company's discretion, based on either Households Passed or customers served. Broadband service is defined as meeting the FCC Form 477 requirements in effect on the date this Plan was approved.

c. Each Company will comply with Quality of Service Standards as described in B.7 and subject to penalties as described in B.8.

7. Quality of Service Standards (QOS)

a. General

The Commission shall maintain oversight of the Company's regulated service quality for Residence and Business customers.

b. Three service quality measurements and reporting requirements are established to allow the Commission to monitor performance for high quality service. All service results provided by the Company will be considered proprietary.

(1) Out-of-Service (OOS) Trouble Reports – This service quality measurement is established with a benchmark set at eighty-five percent (85.00%).

OOS Trouble Reports shall be addressed (either by initiation of physical site work, if applicable, or otherwise by fully clearing the OOS Trouble Report) no later than 5:00 p.m. Central Time (CT) on the next Business Day following the Company's receipt of the trouble report.

GENERAL REGULATIONS

35. Rural ILEC Price Regulation Plan (Cont'd)

B. Provisions of the Plan (Cont'd)

7. Quality of Service Standards (QOS) (Cont'd)

b. Three service quality measurements and reporting requirements … (Cont'd)

(1) Out-of-Service (OOS) Trouble Reports … (Cont'd)

Notwithstanding the previous sentence, (i) OOS Trouble Reports received at any time before close of business on a Friday, must be completed by 5:00 p.m. CT on the following Saturday, (ii) troubles addressed (either by initiation of physical site work, if applicable, or otherwise by fully clearing the OOS Trouble Report within twenty-four (24) hours of actual report time are considered to have met the measurement. OOS Trouble Reports associated with Repair Appointments are to be excluded from this calculation.

Companies with less than 2,000 access lines are allowed to exclude one (1) OOS Trouble Report below the benchmark each month.

(2) Customer Appointments Met – This service quality measurement is established with a benchmark set at eighty-five percent (85.00%).

Customer Appointments Met is calculated as the percent resulting from the division of customer installation and repair appointments performed by the total number of customer appointments made for installation and repair. Appointments are to be given for either Morning [8:00 a.m. – 12:00 p.m. CT] or Afternoon [1:00 p.m. – 5:00 p.m. CT]. A customer appointment is deemed "performed" for purposes of this measurement if the Company's representative arrives on the customer's premises prior to the expiration of the applicable Morning or Afternoon window. Customer appointments which are postponed or rescheduled with prior day notification to the customer from the Company shall be excluded from this measurement.

Companies with less than 2,000 access lines are allowed to exclude one (1) Customer Appointments Met miss below the benchmark each month.

GENERAL REGULATIONS

35. Rural ILEC Price Regulation Plan (Cont'd)

B. Provisions of the Plan (Cont'd)

7. Quality of Service Standards (QOS) (Cont'd)

b. Three service quality measurements and reporting requirements … (Cont'd)

(3) Regular Service Installation Applications – This service quality measurement is established with a benchmark set at ninety percent (90%) within five (5) Business Days and ninety-nine percent (99%) within ten (10) Business Days. The Regular Service Installation Applications Measurement, associated with the 90% objective, is calculated as the percent resulting from the division of applications for residential and business services completed within five (5) Business Days, by total applications. The Regular Service Installation Applications Measurement, associated with the 99% objective, is calculated as the percent resulting from the division of applications for residential and business services completed within ten (10) Business Days, by total applications. The measurements exclude holidays and are based upon receipt of completed applications by the Company – unless the customer requests a date after the prescribed respective periods. Applications requiring a premise visit or construction are excluded from this measurement.

Regular Service Installations include all orders in which voice is included as a service item. Installations associated with an installation appointment are excluded from this measurement. A company may include in its calculation installations which require a trip to the Pedestal or Network Interface Device (NID).

Companies with less than 2,000 access lines are allowed to exclude one (1) Regular Service Installation miss below the benchmark each month.

c. The Company shall maintain data supporting the reported service quality measurements results at its business office as long as the plan is in effect.

d. The Company shall file monthly results on a quarterly basis of its performance under the service quality measurements set forth herein. These reports are due forty-five (45) days after the end of each quarter.

e. Interruptions not reasonably within the Company's control (including, but not limited to: tornados, hurricanes, ice storms, manufacturers' defects, terrorist acts, vandalism/sabotage, cable cuts, and customer equipment) shall be taken into account when assessing service quality measurements if it can be shown that these uncontrollable factors had a major impact on the service quality measurement results.

GENERAL REGULATIONS

35. Rural ILEC Price Regulation Plan (Cont'd)

B. Provisions of the Plan (Cont'd)

8. Penalty

For each QOS measurement missed, a penalty will be assessed if the results for the preceding calendar year fall below the benchmarks established herein. If the Company's yearly average statewide service result for a given service measurement falls below the objective, the penalty for each measure will be calculated as follows: Annual local service revenues for residential and business customers will be calculated using the sum of twelve months' actual residential and business local service revenues. The penalty base will be determined by multiplying the annual local service revenues, calculated as described above, by the appropriate percentage for each QOS measurement missed during a calendar year. After determination of the penalty base, the one-time credit applied to each residential and business customer's bill will be calculated by dividing the penalty base by the actual number of customers of record, as of the end of the calendar year. The one-time credit will be assigned to each customer's bill during the April billing period following the calendar year in which service quality results were determined. In addition, should a Company incur a penalty, the Company's customers must be provided a bill insert or bill message acknowledging the penalty. This notification will inform the customer of the amount of the credit assigned per access line.

The appropriate percentage to calculate the penalty base for each QOS is as follows:

A. Annual Penalties

(1) Out-of-Service (OOS) Trouble Reports

Penalty:	(83.00% - 84.99%)	[0.50% x Annual LSR]/EOY Customer Base
	(81.00% - 82.99%)	[0.75% x Annual LSR]/EOY Customer Base
	(<81.00%)	[1.00% x Annual LSR]/EOY Customer Base

Notes: Annual LSR is the Total Annual Local Service Revenues.
EOY is the End of Year.

GENERAL REGULATIONS

35. Rural ILEC Price Regulation Plan (Cont'd)

B. Provisions of the Plan (Cont'd)

8. Penalty (Cont'd)

A. Annual Penalties (Cont'd)

(2) Customer Appointments Met

Penalty:	(83.00% - 84.99%)	[0.50% x Annual LSR]/EOY Customer Base
	(81.00% - 82.99%)	[0.75% x Annual LSR]/EOY Customer Base
	(<81.00%)	[1.00% x Annual LSR]/EOY Customer Base

(3) Regular Service Installation Completed Less Than or Equal to 5 Business Days Business Days

Penalty: (<90.00%) [0.75% x Annual LSR]/EOY Customer Base

Regular Service Installations Completed Less Than or Equal to 10 Business Days

Penalty: (<99.00%) [0.75% x Annual LSR]/EOY Customer Base

B. Per Occurrence Penalties

Failures to meet the applicable OOS Trouble Reports service quality measurement set forth in paragraph 7 B.(1) of this Plan will result in a $5/Business Day credit, not to exceed one (1) month's local access service charge. For bundles or packages, missing this measurement will result in a $5/Business Day credit, not to exceed $25. This penalty will apply in lieu of Rule 38.

Failures to meet the applicable Customer Appointments Met service quality measurement set forth in paragraph 7 B. (2) of this Plan will result in a $25 customer credit that will apply per occurrence.

GENERAL REGULATIONS

35. Rural ILEC Price Regulation Plan (Cont'd)

B. Provisions of the Plan (Cont'd)

9. Exogenous Changes

a. With Commission review and approval, the Company may adjust the prices for its Basic Local Retail Services due to the financial impacts of exogenous changes. For purposes of this Section, the term exogenous change will include, but shall not be limited to, a change in any federal, state or local government tax, mandate, rule, regulation, or statute which causes a net change in a local exchange carrier's total intrastate regulated revenue, expenses, or plant in service.

b. Nothing within this Plan is intended to limit the Company's ability to draw from a funding mechanism such as is proposed within federally-sanctioned Intercarrier Compensation Reform Plans or subsequent future plans that have the same intent. This type of reform mechanism provides a means of cost recovery for revenues lost when either intrastate or interstate access rates are reduced; or when intercarrier compensation charges are incurred.

c. For any exogenous event, the Company may petition the Commission to adjust its rates accordingly. The petition shall include a description of the exogenous change, the proposed adjustment to prices, the duration of the adjustment, and the estimated revenue impact of the governmental action. The Commission, own its own motion, may address an exogenous event.

36. Natural Disaster Relief for Customers

In situations where customers' telecommunications services are interrupted by natural disasters, the Company may offer alternative telecommunications services to customers in the immediate affected area, and waive otherwise applicable charges for those services. The availability and details of the offers, including, but not limited to, the maximum duration of the offer or waiver of any applicable charges, will be determined by the Company in each instance of natural disaster.

DEFINITIONS

For the purpose of these terms of service, the terms and expressions listed below shall have the meanings set forth opposite them

ACCESS – Each connection arrangement allowing connection to exchange facilities. See Main Station and Extension Service Access.

ACOUSTICAL CONNECTION – A connecting arrangement without electrical connections that permit transmission of sound between a utility-provided telephone instrument and customer-provided equipment.

ADDITIONAL LISTING – Any listing of a name or information in connection with a customer's telephone number beyond that to which he is entitled without additional charge in connection with his regular service.

AUTHORIZED – A person, firm or corporation (other than the customer) on whose premise a telephone, private branch exchange, or private line service or channel is located and who may communicate over such channels in accordance with the terms of the document.

BASE RATE – A rate for urban grades of exchange service available to customers located within a base rate area.

BASE RATE AREA – A specific area within which local telephone exchange service, other than rural line service, is furnished at filed rates without primary station mileage charges.

BASE RATE INTERFACE (BRI) consists of up to three district channels on one pair of wires: two B (Bearer) Channels and one D (Delta) Channel. BRI Service is available in non-measured or measured rated options. BRI Service is compatible with National ISDN 1 and includes circuit switched voice, and circuit-switched data.

BUSINESS SERVICE – Telephone service furnished to customers where the actual or obvious use is principally or substantially of a business, professional or occupational nature.

CENTRAL OFFICE – A switching unit in a telephone system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting customer lines and trunks or trunks only. There may be more than one central office in a building or exchange.

CENTRAL OFFICE LINE – A circuit directly connecting an individual or party line main station, private branch exchange switchboard or an interconnecting system with a central office.

DEFINITIONS

CHANNEL – A path for communication between two or more stations, or utility offices, furnished in such a manner as the utility may elect, whether by wire, radio or a combination thereof and whether or not by a single physical facility or route.

CIRCUIT – A channel used for the transmission of electrical energy in the furnishing of telephone and other communications service.

CLASS OF SERVICE – The various categories of service generally available to the customer, such as business, residential, public or semipublic service.

COIN TELEPHONE SERVICE – See Paystation Telephone Service.

COMMON BATTERY SERVICE – Manual or automatic service where the electrical energy is furnished from the central office and where the operator is signaled or dial tone is obtained by lifting the receiver of the calling station.

COMPANY – See Utility.

CONNECTING ARRANGEMENT – The equipment provided by the utility to accomplish the direct electrical connection of customer-provided equipment or facilities with the facilities of the utility.

CONNECTING COMPANY – A corporation, association, partnership or individual owning or operating one or more exchange and with whom communications traffic is interchanged.

CONNECTOR – See “Switch”

CONNECTION CHARGE – See “Service Charge”

CONSTRUCTION CHARGE – A separate nonrecurring charge made for the construction of facilities in excess of that contemplated under the rates quoted in the terms of service.

CONTINUOUS PROPERTY – The plot of ground, together with any buildings thereon, occupied by the customer, which is not divided by public highways or separated by property occupied by others. Where a customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property provided local wire or cable facilities are used and the customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

DEFINITIONS

CONTRACT – Refers to the agreement between a customer and the utility under which service and facilities are furnished in accordance with the applicable provisions of the tariffs/terms of service.

CORD SWTICHBOARD – See PBX Service

CORDLESS SWTICHBOARD – See PBX Service

COST – The cost of labor and materials, which includes appropriate amounts to cover the utility's general operating and administrative expenses.

CUSTOMER – The individual, partnership, association or corporation which contracts for telephone service and is responsible for the payment of charges and compliance with the rules of the utility.

CUSTOMER PROVIDED EQUIPMENT – Devices or apparatus and/or their associated wiring provided by a customer.

DIAL SWITCHING EQUIPMENT – A unit of electro-mechanical or electronic switching equipment used in a central office or in connection with a private branch exchange system.

DIRECT CONNECTION – Connection of terminal equipment to the telephone network by means other than acoustic and/or inductive coupling.

DIRECTORY LISTING – A publication in the utility' alphabetical directory of information relative to a customer's name or other identification and telephone number.

DROP WIRE – That portion of a circuit between the pole line or cable distributing box and the building in which the station or switchboard is located.

ENTRANCE FACILITIES – Facilities extending from the point of entrance on private property to the premises on which service is furnished.

EXCHANGE – A basic geographical unit established for the administration of telephone service in a specified area, called the "Exchange Area", which usually embraces a city, town or village, and its environs. It may consist of one or more central offices, together with the associated plant, equipment, and facilities used in furnishing communication service within that area.

DEFINITIONS

EXCHANGE AREA – The territory served by an exchange.

EXCHANGE LINE – Any circuit directly or indirectly connecting an exchange station with a central office.

EXCHANGE SERVICE – The furnishing of facilities for the telephone communication within an exchange area, in accordance with the rules and charges specified in this document. Exchange facilities are used to establish and maintain connection between an exchange station and the other telephone plant and facilities in connection with toll calls or extended area service calls.

EXTENSION SERVICE ACCESS – Each access point in excess of one main station per central office line.

EXCHANGE STATION – A station owned by the utility and connected directly or indirectly with a central office of the utility over its own lines.

EXTENDED AREA SERVICE – Interexchange telephone service furnished at flat or message rate between one or more exchange areas.

EXTENSION AND PBX STATION MILEAGE – The charges made for the additional circuit required to furnish such stations beyond the allowable distance from the main station or PBX switchboard.

EXTENSION BELL – A bell on the same circuit and operated in conjunction with the signaling device of the primary, extension or private branch exchange station.

EXTENSION LINE – A circuit connecting a primary stations with an extension station, or a circuit connecting a private branch exchange station with a private branch exchange station with a private branch exchange switchboard. An extension line may terminate on a key in lieu of an instrument.

EXTENSION STATION – See Telephone Station

EXTRA LISTING – See Additional Listing

DEFINITIONS

FLAT RATE SERVICE – Service furnished at a fixed monthly charge, including extended area service where applicable.

FOREIGN ATTACHMENT – Equipment or facilities not owned, furnished or authorized by the utility, which is attached or connected to and used with exchange telephone service.

FOREIGN CENTRAL OFFICE – Any central office other than that which serves the area in which the customer is located.

FOREIGN EQUIPMENT – See Foreign Attachment

FOREIGN EXCHANGE LINE MILEAGE – The measurement applying to that portion of a central office line connection a customer with a foreign central office, from the common boundary line to the customer's station, for which a monthly charge is made in addition to the base rate for exchange service.

FOREIGN EXCHANGE SERVICE – Telephone exchange service furnishing to a customer from a central office of an exchange other than the exchange regularly serving the area in which the customer is located.

GRADE OF SERVICE – The term used in describing exchange service with respect to the number of main telephones which may be connected to a central office line. (One party, two party, four party, multiparty).

HARM – Harm consists of hazards to personnel, damage to utility equipment, and impairment of service to persons other than the user of the customer-provided equipment. Types of harm include, but shall not be limited to, voltages dangerous to personnel, destruction of or damage to utility equipment, induced noise or cross talk, incorrect dial pulsing, failure of supervision, false answer, incorrect billing, absence of voice band transmission path for call progress signals, and loss of capability to answer an incoming call.

INDIVIDUAL LINE – An exchange line designed for the connection of one main station. (Not a private branch exchange trunk line).

INDUCTIVE CONNECTION – Electromagnetic coupling between customer-provided equipment and utility equipment by means of mutual inductance between an inductor in the utility equipment and a customer-provided inductor external to the utility equipment.

DEFINITIONS

INITIAL SEVICE PERIOD – The minimum length of time for which a customer is obligated to pay for service, facilities, and equipment, whether or not retained by the customer for such minimum length of time.

INSTALLATION CHARGE – A charge associated with certain installations, change or transfer of services, in addition to "Service Charges" as set forth in Section II of this document.

INSTRUMENTALITIES – The station equipment used to provide communication service to the customer.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN), version NT1, is a digital architecture that provides an integrated voice/data capability to the customer premises facility, utilizing the public switched network. It is a central office based service arrangement, which consists of host central office interface equipment, and software located on the Company premises. ISDN distributes voice, data, video and facsimile by using two standard methods of access: a Basic Rate Interface (BRI) and/or a Primary Rate Interface (PRI). These are serving arrangements which conform to internationally developed, published, and recognized standards generated by the International Telecommunications Union (formerly CCITT). Enhancements to future ISDN versions will be included in this document as they become available.

INTERCOMMUNICATING SYSTEM – An arrangement consisting of two or more stations each such station being equipped with a switching device by means of which user can signal and connect with any other station in the system.

INTERCONNECTION – The method by which telecommunications facilities of a utility are arranged to transmit to or receive information from customer-provided equipment.

JACKS – Standard or miniature (modular) connection device used in connection with portable telephone instrumentalities.

DEFINITIONS

JOINT USER SERVICE – An arrangement whereby an individual, firm or corporation whose telephone needs are not such s to justify the provision of separate customer service is permitted to use the service of another customer.

KEY EQUIPEMENT – An arrangement of equipment, using keys and associated wiring, to provide various supplemental services in connection with telephone stations.

KEY TELEPHONE SET – A telephone set equipped with keys or buttons in the mounting.

LINE FINDER – See Switch

LOCAL CHANNEL – Applies to that portion of a channel, which connects a station to an interexchanging channel. A channel connecting two or more stations within an exchange area.

LOCAL EXCHANGE SERVICE – Telephone communication within exchange areas in accordance with the provision of the utility's tariffs/terms of service.

LOCAL MESSAGE – A completed communication between customers' stations located within the same exchange area.

LOCAL SERVICE AREA – The area within which telephone service is furnished under a specific schedule of rates without the application of specific charges for each message.

MAIN STATION – The first access station connected to the utility's central office line.

MAINTENANCE OF SERVICE CHARGE – A charge applied when the use of customer-provided equipment or facilities causes impairment or harm to the utility's facilities.

MESSAGE – A completed customer telephone call.

MESSAGE RATE SERVICE – A service for which charges are base upon the number of originating messages placed by the customer to stations within the same local or message rate calling area.

MILEGAE – The measurement upon which charges are computed for extension, tie, private lines and for lines serving exchanges stations located outside the base rate area or outside the central office area of the connecting central office.

DEFINITIONS

MINIMUM CONTRACT PERIOD – The minimum length of time for which a customer is obligated to pay for service, facilities and equipment, whether or not retained by the customer for such minimum length of time.

MORSE CHANNEL – A channel not connected with the general telephone exchange system, and of the type which may be derived from telephone wire facilities by simplexing, compositing, and other methods of similar character, and equipped with instruments used in sending Morse Code or equipped with instruments other than telephone or telephone typewriter equipment, depending for their operation upon the variation of the flow of electrical energy, according to a specified plan or code.

NONRECURRING CHARGE – A one time charge associated with certain installations, change or transfer of services, either in lieu of or in addition to recurring monthly charges.

OPERATOR'S SET – A headset used by an operator at a switchboard or console consisting of a receiver, transmitter and necessary cords.

PAYSTATION SERVICE – Telephone service furnished from stations equipped with a device for collecting coins in payment for telephone service.

PARTY LINE – A single central office line designed to connect more than one primary station with the central office.

POINT OF DEMARCATION

1) For acoustic or inductive connections it is the utility provided telephone.

2) For equipment not requiring protective connecting arrangements it is the utility provided jack or jacks.

3) For equipment requiring protective connecting arrangements it is either the utility's protective connecting arrangement or the utility provided jack for use in connection with the customer provided protective connecting arrangement.

PORTABLE TELEPHONE SET – A telephone set equipped with cord terminating in a plug.

DEFINITIONS

PREMISES – The building, portion or portions of a building, on continuous property used and/or occupied at one time by the customer in the conduct of his business or as a residence. Where floor space in adjoining buildings is made continuous at one more floor levels, all floor space in both buildings is considered as the same premises insofar as the customer who used and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

PRIMARY RATE INTERFACE (PRI) has a capacity of 1.544 megabits per second (Mbps) and has multiple channels: 23 B-channels, and one D-channel, and is also known as 23 B+D access. The B-channels carry user information such as voice calls, circuit-switched data, or video, while the D-channel handles signaling information.

PRIVATE BRANCH EXCHANGE SYSTEM – An arrangement of equipment, contracted for by a customer, consisting of switching apparatus. This provides for telephonic intercommunication between these stations, and also communication with the general exchange system and the toll plant in connection with toll calls. Throughout this document the commonly used abbreviation (“PBX”) will be substituted for the words (Private Branch Exchange).

A1 PBX Trunks: A circuit connecting a PBX system with a central office.

A2 PBX Stations: Any station (including the operating set or sets) connected directly or indirectly with a PBX system.

B1 Switchboards are classified as follows:

C1 Cord Switchboard: A switchboard on which all lines terminate in jacks; interconnection of stations and of stations and trunk lines is established manually by means of cords equipped with plugs.

D1 Multiple Cord Switchboard: A cord switchboard arranged so that each line may have two or more appearances or jack terminations

D2 Nonmultiple Cord Switchboard: A cord switchboard arranged so that each line has only one appearance or jack termination.

C2 Cordless Switchboard (Key Switchboard): A switchboard): A switchboard on which all lines terminate on keys which may be used to establish interconnection of stations and of stations and trunk lines.

C3 Dial Switchboard: A switchboard on which interconnection of station and of stations and trunk lines is established by means of dialing.

C4 Battery Power: Power furnished for talking and for operating lamp or visual signals and relays.

C5 Ringing Current: Current furnished by means of a circuit from a central office or some other source of supply, to enable the PBX operator to signal the PBX stations or connecting PBX system without the use of a hand generator.

DEFINITIONS

PRIVATE BRANCH EXCHANGE TELEPHONE – Any telephone connected directly or indirectly with a private branch exchange system.

PRIVATE BRANCH EXCHANGE TRUNKS - See Private Branch Exchange System.

PRIVATE LINE – A circuit provided to furnish communication only between two or more instrumentalities directly connected to it. Such instrumentalities do not have access to the general exchange and interexchange networks.

REGISTERED TERMINAL EQUIPMENT – Terminal equipment, which is, registered in accordance with the rules and regulations in Part 68, subpart C of F.C.C. Docket 19528.

RESIDENCE SERVICE – Telephone service furnished to customers when the actual or obvious use is for domestic purposes.

RURAL AREA – The territory surrounding the base rate area in which rural service is furnished and in which graded services are furnished at established rates.

RURAL SERVICE – A type of party line service furnished to customers outside the base rate of special rate area(s), but within the exchange area.

SELECTOR – See Switch

SERVICE CHARGE – The charge a customer is required to pay at the time of the establishment of a class of telephone service or subsequent additions to that service.

STATION – See Telephone Stations

STATION CREDIT – Credit applicable to each service access where there is no utility provided station.

STATION/EQUIPMENT CONNECTION CHARGE – A charge for the connection, moving or changing of telephone equipment, at the request of the customer, and which is not initiated by the utility or required for the proper maintenance of the equipment or service.

DEFINITIONS

SUBSCRIBER – See Customer

SWITCH – A unit of dial switching equipment, which provides interconnection between station lines or trunks.

SWITCHBOARD – See PBX System

TARIFF – The rates, charges rules and regulations adopted and filed by the utility and approved by the Public Service Commission.

TELEPHONE STATION – A telephone instrument, consisting of a transmitter, receiver and associated apparatus, connected so as to permit transmission and receiving of telephone messages.

Main Station: The first access station connected to the utility's central office line.

Extension Station: See Extension Service Access.

Private Branch Exchange Station: Any station (including the operator's set or sets) connected directly or indirectly with a private branch exchange system.

TELETYWRITER – A teletypewriter consists of apparatus designated for the sending and receiving, or receiving only, or typewritten messages transmitted electrically.

TERMINATION CHARGE – A charge applied under certain conditions, when a contract for service is terminated by the customer before the expiration of the minimum contract period.

TIE LINE – A circuit connecting two private branch exchange systems in the same exchange for the purpose of interconnection between the stations connected with such systems.

TIE LINE MILEAGE – The measurement on which the rates for tie lines connecting customer's switchboard is based.

TOLL LINE – A circuit used exclusively for the transmission of messages between points located in different exchange areas where specific charges for each such message are applicable.

TOLL MESSAGE – A message between stations in different exchange areas and furnished under the provisions of the applicable toll tariff.

A1 APPOINTMENT CALL TOLL MESSAGE – A toll message in which the user stipulates a desire for communication with a specified person or persons, at a specified time only.

A2 MESSENGER SERVICE TOLL MESSAGE – A toll message on which, at the request of the calling party, the utility arranges for a messenger to notify a person at the called address to go to a telephone.

DEFINITIONS

A3 PERSON TO PERSON TOLL MESSAGE – A toll message in which the user stipulates a desire for communications with a specified person or extension station at a specified toll point.

A4 STATION TO STATION TOLL MESSAGE – A toll message in which the user stipulates a desire for communication only with a specified telephone or switchboard.

A5 COLLECT MESSAGE – A toll message in which the user stipulates that the called party accepts and pays all charges associated with the message.

A6 THIRD NUMBER – A toll message in which associated charges are billed neither to the calling station nor to the called station, but rather to a station not involved in the message.

A7 CREDIT CARD CALL – A toll message in which associated charges are billed to credit card number assigned by a telephone utility and issued to either the called or calling party.

TOLL RATE – The initial period charge prescribed for toll messages usually based upon the duration of the initial period and distance between exchanges.

TOLL SERVICE – Toll service is that part of the total telephone service rendered by the utility which is furnished between customers in different exchange areas in accordance with the rates and rules specified in the utility's toll tariff.

TRUNK LINE – A circuit over which customers' messages are sent between two central offices or between a central office and a private branch exchange system.

UNDERGROUND SERVICE CONNECTION – A customer's "drop" wire, which is run underground from a pole line or an underground distributing cable.

UTILITY – A corporation, association, partnership, or individual engaged in the business of furnishing telephone service to the public under the jurisdiction of the Public Service Commission.

WIRING PLAN – An arrangement of wiring for connection primary and extension stations, PBX stations and intercommunicating stations.

PROMOTIONS

See CENTURYLINK INCUMBENT LOCAL EXCHANGE CARRIER PROMOTIONAL OFFERINGS for currently available promotions.